

**ORDER ONLINE 24/7**

Secure online ordering is available at [www.koolnfit.com](http://www.koolnfit.com)  
Prices are in US currency. Orders placed by 11 :00 am PST Monday - Friday, excluding holidays, will usually ship the next day

**ORDER BY PHONE 24/7**

Call: **1-800-852-5665**, Monday – Sunday.  
Orders placed by 11:00 am PST (Monday - Friday) will usually ship the next day.

**ORDER BY MAIL**

Send all mail orders to: Kool Fit America Inc. P.O. Box 22786, San Diego, CA 92192 Orders placed by mail-in check may take up to 2 weeks to process. We also accept orders via fax at **619-336-7826**.

**CUSTOMER SERVICE :**

Call **800-852-5665** Monday - Friday 9 am - 5:00 pm PST

**SHIPPING & HANDLING POLICIES**

Orders placed by 11:00 am PST Monday-Friday will usually ship the next day. You should receive your order within 6-7 business days from shipment date. Our standard shipping methods are USPS or FedEx Ground to all destinations within the continental USA (inc. Alaska and Hawaii, rates however may vary). Orders to Puerto Rico and other US Territories are shipped Best Way. PO Boxes, APO's, FPO's and Virgin Island addresses are shipped via USPS. We are not responsible for lost or damaged USPS packages.

Kool Fit America Inc. reserves the right to choose the appropriate carrier based on customer needs, cost and delivery schedules. Certain products will incur additional shipping charges. Our standard shipping charges are based on the following table:

<b>Merchandise Total</b>	<b>Standard Shipping &amp; Handling Charges*</b>
<b>\$ 0.01 - \$19.99</b>	<b>\$ 6.95</b>
<b>\$20.00 - \$30.00</b>	<b>\$ 8.95</b>
<b>\$30.01 - \$50.00</b>	<b>\$10.95</b>
<b>\$50.01 - \$75.00</b>	<b>\$12.95</b>
<b>\$75.01 - \$100.00</b>	<b>\$14.95</b>
<b>\$100.01- and over</b>	<b>FREE</b>

These rates apply to Standard delivery within the 48 contiguous states. Alaska and Hawaii may vary and will be charged accordingly.

**Overnight Delivery**

Overnight delivery is available to most domestic US. zip codes for an additional surcharge. In order to qualify, the order must be entered by 11:00 am PST Monday - Friday. Orders placed by **11:00** am on Friday will arrive on the following Monday unless Saturday delivery is requested. Saturday delivery is available at an additional \$15.00 in addition to the priority overnight shipping charge per address. Saturday delivery is not available in all areas.

**Oversized Shipping Costs (O/S)**

Some larger items are oversized and require special handling. Shipping charges in the item description are in addition to standard shipping and handling charges. These charges are shown in parentheses next to the item's price.

**International Orders**

For international orders, please call Customer Service at 1-800-852-5665 for rates or e-mail to [info@koolnfit.com](mailto:info@koolnfit.com). Shipping charges are based on dimensional weight. Shipments outside the 48 contiguous United States may be subject to import charges and taxes, which are the responsibility of the purchaser or recipient.

**RETURNS**

**Kool Fit America Inc.** guarantees satisfaction with every product we sell. If an item does not meet your expectation, please follow these procedures within 30 days from the date of shipment to insure a prompt replacement, refund or credit **you** must receive a Return Authorization Number (RA#) from Kool Fit America Inc. prior to sending your return.

Regardless of reason, all returns **MUST** be processed through Customer Service. Items returned without a RA# printed on the outside of the shipping box will be returned to Customer.

**New and Unopened Returns within 30 Days:**

We will gladly accept new products, returned in original packaging and in a resalable condition, within 30 days from the date of shipment. Customer is responsible for return shipping costs. Items returned after 30 days will incur an additional Restocking Fee. Items over 90 days may not be **returned**.

**Defective/Damaged Products:**

Although we carry high quality products, we recognize that occasionally a defective or damaged unit may be received. Inspect all items upon receipt. Call us immediately, **within 15 days**, to report any damages or returns and retain packaging slip and all packaging materials. We will gladly replace the item at no additional cost to you if it is returned within 30 days of the date of receipt. Please call Customer Service at 1-800- 852-5665~ for assistance.

**Non-Returnable Items:**

For obvious reasons, we cannot accept returns on opened products

How to Return Non-Defective Products: All returns **MUST** have a RA# printed on the outside of the shipping box. If we don't see an RA#, the box will be returned to you at your expense. Please follow these steps to insure a prompt replacement, refund or credit:

1. Call 1-800-852-5665 and ask for Customer Service. After speaking with a representative, you will be issued a RA#. **You must receive a RA#** before sending back a product.
2. Include a note stating purchaser's name, address and order number and reason for return. Be sure to include RA#.  
Using a good carton, return package via insured US Mail, UPS or FedEx. Send returns to:  
Returns Department  
Kool Fit America Inc.  
1725 Harding Ave.  
National City, CA 91950
3. **Keep a record of your** shipment until you have received credit or replacement merchandise.

**PRICING**

Prices on our website and in this catalog are subject to change. Although we do our best to avoid **them**, Kool Fit America Inc is not responsible for printing errors or other errors appearing in our catalog or website.

**IMPORTANT DISCLAIMER**

All products and risk of loss are FOB seller's warehouse. All shipping charges are the responsibility of the purchaser.

**800-852-5665** [www.koolnfit.com](http://www.koolnfit.com)