

## **KBS Innovations Return Policy**

1. Please contact KBS Innovations Customer Service at 570-825-1900 for all return authorization on all Kohler, Bright Star, and KBS Power Solutions products.
2. In order to qualify for a return:
  - a. All products must be in original packaging and product must be free from defects and damage.
  - b. All products must be in saleable condition.
  - c. All products must be returned in full case quantities.
  - d. All products must be current models and styles in the most current performance specifications.
  - e. Personalized or customized products cannot be returned.
  - f. The return request must be made no later than twelve months from the original PO date. A copy of the original PO# must be provided.
  - g. All returns must be accompanied by an offsetting order equal to or of greater value than the return.
  - h. A restocking fee of 25% may be applied to each return.
  - i. No returns will be accepted without a return authorization.
  - j. Credit for the return will be issued upon inspection from our Quality Control Department.

Rev.12.11.24