

Return Policy

TheKickPlateStore takes pride in the quality of our products. We will gladly accept returns, issue credit and process exchanges for any products that show manufacturing defects. All other returns are subject to the following restrictions.

Damaged Shipments: *Every now and then we have a report of an order damaged during shipping. While it is a very small percentage of our orders, stuff happens.*

- When you receive your shipment, please inspect the box carefully.
 - If it looks like there is exterior damage to the packaging, please ask the driver to wait while you inspect the actual product.
- **If there is damage to the product, please refuse the shipment and call us right away at 800-517-1056, so we can get replacements to you as soon as possible.**
- Returns must be made within 30 days of delivery.
- Any returned product must be in “like new” condition.
- Vinyl and Lexan Kick Plate Returns are accepted only on products of standard color (White, Linen White, Ivory, Beige, Black, Brown, Taupe, Sand, Sawdust, Grey) and standard length and width.
- All metal kickplates will only be accepted on a case by case basis as these products are considered custom.
- **Custom products are not returnable.**
- All returns are subject to a 25% re-stocking fee.
- Orders for specialty colors or custom parts may not be cancelled after the parts have gone to production.

To make a return please contact TheKickPlateStore customer service.

We are here to help! If you have any questions about our privacy policy or our web procedures, or just need help finding what you need, email us at sales@thekickplatestore or call: **800-517-1056**