TheKickPlateStore — Return Policy

www.thekickplatestore.com · 800-517-1056 · sales@thekickplatestore.com

The Short Version

Only **non-custom Brass Accents metal kick plates and mail slots** can be returned. They must be requested within **21 days of delivery**, uninstalled, in resellable condition and original packaging, and they carry a **25% restocking fee**. All other products — including plastic (vinyl and Lexan) kick plates, all unlacquered brass kick, mop, and armor plates, push plates, stainless steel and aluminum kick, mop, and armor plates, InPro, orders over a quantity of 5, and all custom items — are non-returnable. If we made a mistake — a damaged, defective, or incorrect shipment — we'll make it right at no cost to you.

Jump to the quick-reference chart at the bottom of this page for a product-by-product summary.

Before You Order — Avoid a Return Altogether

Since most kick plates can't be returned, we make it easy to get it right the first time:

- **Not sure about color, finish, or material?** Reach out to our team to receive a free sample before your purchase.
- **Not sure about sizing?** Call us at **800-517-1056** or email us at sales@thekickplatestore.com — we can guide you through measuring your door and help you select the right width, height, and mounting method.
- **Placing a custom order?** Double-check dimensions, finishes, and hole patterns before submitting. Custom items go into production quickly and can't be canceled once fabrication begins.

How to Start a Return (Brass Accents Kick Plates & Mail Slots Only)

1. **Request an RMA.** Call **800-517-1056** or email sales@thekickplatestore.com within **21 days of delivery**. Have your order number handy. Not sure if your item qualifies? Reach out before shipping and we'll verify it for you. Returns require written authorization — packages sent without an RMA number cannot be accepted or refunded.
2. **We'll respond within 1–2 business days.** If the return is approved, we'll send your RMA number along with the return shipping address, restocking fee, and estimated refund.
3. **Pack the items** uninstalled, in resellable condition, in their original packaging, and write the **RMA number clearly on the outside** of every box. Never apply tape directly to the product itself — taped product is refused by our manufacturers. If you have more than one RMA, pack each one separately. Only items listed on the RMA can be refunded; anything else in the box may be discarded without refund.
4. **Ship it back promptly.** Your RMA is valid for 30 days — the return must arrive back within 30 days of the RMA being issued. You choose the carrier and prepay return shipping (except when the return is our fault — see below). We recommend a trackable service; we can't refund items lost in transit.

5. **Get your refund.** Once your return is approved, we'll issue your refund (minus the 25% restocking fee) to your original payment method. Brass Accents returns must pass the manufacturer's inspection, so refunds can take up to 45 days from the date the material arrives back at the facility.

Damaged, Defective, or Incorrect Shipments

If the problem is on our end, there's no restocking fee and you won't pay return shipping.

- **Inspect your delivery when it arrives.** If a box shows visible damage, ask the driver to wait while you inspect the product. If the product is damaged, **refuse the shipment** and call us right away at **800-517-1056** — we'll send a replacement.
- **Concealed damage, defects, or missing items:** if you find damage, a manufacturing defect, or a shortage after opening, contact us within **5–7 days of delivery** with photos of the item and packaging. Our manufacturers allow only a short damage window, so please don't wait.
- **Wrong item shipped:** contact us and we'll arrange the correct item and a prepaid label for the incorrect one.

What Can't Be Returned

- **All products other than Brass Accents metal kick plates and mail slots** — including **stainless steel and aluminum kick plates, mop plates, and armor plates**, and InPro kick plates.
- **Plastic kick plates** — vinyl and Lexan (polycarbonate), from any brand. These are not stocked and are made for your order.
- **All unlacquered brass kick plates, mop plates, and armor plates** (Muntz metal) — in both **Mirror** and **Satin #4 (Brushed)** finishes, and in both **.040** and **.063** thicknesses. These are not Brass Accents products.
- **Push plates of any kind.**
- **Orders over a quantity of 5.**
- **Custom and made-to-order items** — custom sizes, custom finishes, specialty colors, and special-order items, including custom Brass Accents plates. These are fabricated specifically for your order. If something's wrong with a custom item, contact us — we review these case by case.
- **Installed products.** Once an item has been mounted, adhered, or drilled, it can no longer be returned. This includes mail slots.
- **Clearance and scratch-and-dent items** — sold as-is.
- **Items returned without an RMA number**, return requests made more than 21 days after delivery, or returns that arrive after the RMA has expired.

Restocking Fees — Why and How Much

Returned items must be inspected, repackaged, and restocked by the manufacturer, which charges its own return fees.

- **Non-custom Brass Accents metal kick plates and mail slots:** 25%

A word about small orders: on a small order, the restocking fee plus return shipping can add up to most of the refund. We'll give you the estimated refund up front so you can decide whether the return is worth making.

No restocking fee ever applies to damaged, defective, or incorrectly shipped items.

Cancellations

- **Stock orders:** contact us as soon as possible — the sooner we know, the better our chance of stopping the order before it is packaged or shipped.
- **Custom and made-to-order items:** cannot be canceled once submitted to production. If you catch an error within **4 hours** of ordering, call us immediately and we'll try to intercept it.

Frequently Asked Questions

Why can't I return most kick plates?
Most kick plates are cut and finished to order by the manufacturer and can't be resold. Brass Accents is the only line whose manufacturer accepts returns, and only on standard (non-custom) metal kick plates and uninstalled mail slots.

I'm not sure if my item can be returned. What should I do?
Call us at 800-517-1056 or email sales@thekickplatestore.com before you ship anything — we'll check with the manufacturer and let you know.

How long does my refund take?
Refunds are issued to your original payment method. Brass Accents returns must pass the manufacturer's inspection, so refunds can take up to 45 days from the date the material arrives back at the facility. Your bank may take a few additional days to post it.

Who pays return shipping?
For voluntary returns, the customer arranges and prepays return shipping. If the return is due to our error — damage, defect, or wrong item — we cover it.

What if I'm past 21 days from delivery?
Contact us anyway at 800-517-1056 — we can't promise anything, but we'll see what we can do.

My delivery looks damaged. Should I sign for it?
Note the damage on the delivery receipt or refuse the shipment, then call us immediately. Signing "free and clear" for a visibly damaged package makes a carrier claim much harder.

Contact Us

- **Phone:** 800-517-1056 (8 AM – 6 PM EST)
- **Email:** sales@thekickplatestore.com
- **Contact Form:** thekickplatestore.com/contact-us

Quick-Reference Chart

Product	Returnable?	Window	Restocking Fee
Brass Accents metal kick plates — standard (non-custom) sizes and finishes, orders under a quantity of 5	✅ Yes — unused, in original packaging, with RMA	Request within 21 days of delivery	25%
Brass Accents mail slots — orders under a quantity of 5	✅ Yes — uninstalled, resellable condition, with RMA	Request within 21 days of delivery	25%
Brass Accents — custom sizes, custom finishes, special order	❌ No	—	—
Plastic kick plates (vinyl & Lexan) — all brands, colors, and sizes	❌ No	—	—
Unlacquered brass kick, mop & armor plates (Muntz metal) — Mirror and Satin #4 (Brushed) finish, .040 and .063 thick	❌ No	—	—
Push plates — all types	❌ No	—	—
InPro kick plates	❌ No	—	—
Stainless steel & aluminum kick, mop & armor plates	❌ No	—	—
Any custom or made-to-order item	❌ No	—	—
Orders over a quantity of 5	❌ No	—	—
Damaged, defective, or wrong item shipped	✅ Always	Report within 5–7 days	**No fee — we cover it**