

## Return Policy

- We offer 30 days from the delivery confirmation date to return the item(s).
- 15% restocking fee for missing items.
- Return label provided for returns (shipping label charge will be applied if the item is not defective).

Instructions for returning item(s).

When packaging the product, make sure that all original contents that came with the product are inside the original packaging. If there are any missing items, 15% of your total purchase amount will be deducted from your total refund amount as a restocking fee.

1. Pack the item(s) securely in the original product packaging. All items must be returned in original condition to ensure that you get refund. Before Shipping your return item(s), please remove all extra labels from the outside of the package.
2. Enclose the top perforated portion of the original receipt, please include your order number, reason for return, billing name, and address with the item(s).
3. Send the return package to the following address:

CUCKOO AMERICA Return/Warranty Service Centers

- New York: 718-888-9144
- Los Angeles: 323-780-8808 ext 114

\*\*\* Defective Items \*\*\*

If a customer purchases an item and is found to be defective (broken or does not work properly), customer must contact CUCKOO Return/Warranty Service Center to request for an inspection. Cuckoo America will provide warranty service to validate the customers (Please see the warranty policy in the user manual).

If a customer requests a return within a 30 day period, a full refund will be paid. Cuckoo America will only cover shipping fees for defective item returns.