

SHIPPING AND RETURN POLICY

Educational Material Orders

SCHEDULE: Klose Training will ship orders within three days of receiving an order by phone or online.

DOMESTIC SHIPMENTS: Domestic shipments will be sent via UPS or USPS First Class or Priority at the discretion of Klose Training. The cost of domestic shipping is \$5 for one item, \$10 for one or more items.

INTERNATIONAL SHIPMENTS: Customers who need their order shipped abroad will be contacted with shipping options and pricing. The customer will be responsible for any additional duty fees owed upon receipt within their country. **NOTE:** Deliveries to other countries are often delayed at customs offices or by inefficiencies in a country's own delivery system. The delay can be days, weeks, or at times more than a month. Because these issues are out of our control, Klose Training **CANNOT** guarantee delivery nor reimburse the customer if the item never arrives. We will show proof of mailing but all international shipments are made at the customer's own risk.

RETURNS: Educational materials are offered as a courtesy to our customers. Klose Training is a small company and as such, we are unable to accept returns. If the item you receive is damaged or incorrect, please contact us at 303-245-0333 or email adminkt@klosetraining.com for instructions about how to return the damaged item for replacement. Our address is: Klose Training and Consulting
307 S. Public Rd
Lafayette, CO 80027

By clicking the Student/Shipping Agreement, you acknowledge that you have read and agree to the above information.