



Return Policy

Effective Date: 01/01/2024

At Gauntt Board Company LLC, we strive to ensure that our customers are satisfied with their purchases. If you are not completely satisfied with your purchase, we're here to help. This Return Policy outlines your rights and the conditions for returning products purchased from us, including those under our Coochie® and Urban Carpenter™ brands.

1. Return Eligibility

To qualify for a return, the following conditions must be met:

- The item must have been purchased directly from our website, store, or authorized retailers.
 - The item must be unused, in its original condition, and in its original packaging.
 - The return request must be made within 30 days of the delivery date.
 - Certain items, including custom or personalized products, are **not eligible for return** unless there is a defect or error in the order.
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2. Non-Returnable Items

The following items are non-returnable:

- **Custom or Personalized Products:** Any item that has been customized or made to order.
 - **Final Sale or Clearance Items:** Items marked as "final sale" are not eligible for return or refund.
 - **Used or Damaged Items:** Items that show signs of use or are damaged due to improper handling or wear and tear.
 - **Perishable Goods:** Food items or other perishable products (e.g., Coochie® subscription boxes containing food).
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3. Return Process

Step 1: Initiate a Return

- Contact our customer service team at contact@gbckc.com to initiate a return. Please provide your order number, product details, and reason for return.
- Our team will provide you with a **Return Authorization Number (RA#)** and further instructions on how to proceed.

Step 2: Ship the Item

- Pack the item securely in its original packaging (if available), including all accessories, instructions, and parts.
- Clearly mark the RA# on the package.
- Ship the item using a trackable shipping method to the address provided by our customer service team. **You are responsible for the return shipping costs**, except in cases of defective products or incorrect orders.

Step 3: Inspection and Refund

- Once your return is received and inspected, we will notify you of the status of your refund. Please allow up to 10 business days for the inspection process.
 - If approved, your refund will be processed, and a credit will be applied to your original method of payment within 7-10 business days. **Shipping costs are non-refundable** unless the return is due to a company error or defective product.
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4. Exchanges

If you need to exchange an item for a different size, color, or product, please contact customer service within 30 days of receiving the item. The exchange process is as follows:

- Return the original item following the return process outlined above.
 - Place a new order for the replacement item on our website.
 - Once we receive the original item and confirm its eligibility, we will process your refund.
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5. Defective or Damaged Items

If your item arrives defective, damaged, or incorrect, please contact our customer service team immediately (within 7 days of receipt). We will work with you to provide a replacement or offer a full refund, including the original shipping cost. In such cases:

- We will cover the return shipping costs.
 - Please retain all original packaging and materials for the return.
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6. Refunds

Once your return is approved, the refund will be issued to the original payment method. Depending on your payment provider, it may take several business days for the refund to reflect in your account.

- **Credit Cards:** Refunds to credit cards may take 7-10 business days to appear on your statement.
 - **PayPal or Other Payment Methods:** Refunds to PayPal or other platforms may take up to 5-7 business days.
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7. Shipping Costs

- **Return Shipping Costs:** You are responsible for paying the return shipping costs unless the item was defective, damaged, or sent in error.
 - **Original Shipping Costs:** Shipping charges from the original purchase are non-refundable unless the return is due to a defect or our error.
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8. Custom and Bulk Orders

For **custom orders** or **bulk purchases** (e.g., large orders for commercial clients or restaurants), returns and refunds are subject to additional terms and conditions. Please contact our sales team for more details on custom and bulk order policies.



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9. Coochie® Subscription Boxes

Coochie® Boxes, which may contain perishable goods, are **non-returnable and non-refundable** unless the items are damaged or incorrect upon arrival. If there is an issue with your box, please contact us within 7 days of receipt to address the concern.

10. Questions or Concerns?

If you have any questions or concerns regarding your return, refund, or exchange, please do not hesitate to contact our customer service team at:

Gauntt Board Company LLC

Address: 5216 Walmer St. Mission, KS 66202

Email: contact@GBCKC.com

Phone: (785) 317-5807

FAQs

→ Can I return custom-made items?

- ◆ Custom or personalized items are non-returnable unless they are defective or we made an error with your order.

→ How long do I have to return an item?

- ◆ You have 30 days from the date of delivery to initiate a return, as long as the item is unused and in its original condition.

→ Who pays for return shipping?

- ◆ You are responsible for the return shipping costs unless the return is due to a defect or mistake on our part.

→ How long does it take to receive my refund?

- ◆ Once we receive and inspect your return, refunds are processed within 7-10 business days. It may take additional time for the refund to appear on your statement, depending on your payment method.

→ What if my item is defective or damaged?

- ◆ If your item arrives defective or damaged, contact us immediately within 7 days. We will arrange for a replacement or full refund, including shipping costs.

→ Can I exchange an item?

- ◆ Yes, you can exchange items within 30 days by following the return process and placing a new order for the replacement.

→ Are sale items eligible for return?

- ◆ Items marked as final sale or clearance are not eligible for return or refund.