

Dr. Joel Kaplan, Inc.

Returns Policy

Thank you for shopping at The Official Dr. Joel Kaplan Website.

In some rare instances, you may need some help with a return. Don't worry! The following information will help you start the process:

No returned merchandise will be accepted without a Return Material Authorization (RMA). Please call (619) 294-7777 and speak with a customer solutions representative to obtain more information and shipping instructions.

Opened Merchandise

Due to the nature of our products, "Opened" items and accessories can NOT be returned.

Special Order Items

There are no returns allowed for products which have been specially ordered. These items are not routinely stocked at our warehouse and therefore cannot be returned.

Canceled Orders

An order that has shipped cannot be canceled. If you refuse an order, it will then fall under our standard return policy.

Damaged Products

You must take the time to inspect the goods before you sign the delivery receipt from the carrier.

Suspect Damage

On occasion, the outer carton may look damaged, but the product inside the box is perfectly fine. If you suspect concealed damage, **notate "Possible Freight Damage" on the delivery receipt while the driver is present.** This way, if you discover later that the product is damaged, the remedy of a freight claim is less of a hassle.

Obvious Damage

Do not sign for damaged products. If your product arrives DOA (Dead on Arrival), please **(a) REFUSE DELIVERY** and **(b) Call Us Immediately** so we can process the appropriate claims and coordinate an exchange for you.

Defective Products

We test all systems and components, and we encourage you to test your product within 15 days of receipt so we can quickly remedy any mechanical problems. If you think your product is defective, don't worry.

In most cases, it's a simple issue that can be resolved over the phone. We have expert technicians standing by to help solve your issue. Please have your model name available for fastest service.

**Dr. Joel Kaplan, Inc.
1220 Rosecrans Street
Suite 128
San Diego, CA 92106
(619) 294-7777
support@drjoelkaplan.com**