

KIN DELIVERY AND RETURNS POLICY

KMPT Nutrition by KIN

We currently deliver within the UK.

The average delivery takes around 2-4 working days after your order has been processed. Our preferred UK distributor is Hermes. We would recommend to always add your email address, telephone number and a safe place to leave the parcel to ensure your purchase is delivered when expected.

If your goods are not delivered please contact us as soon as possible by email with the Hermes tracking number and we will investigate and troubleshoot on your behalf to ensure you receive your goods as with you as soon as possible.

RETURNS

In the unlikely event that you are unhappy with your purchase, you may return it to us within 7 days of receipt.

Please note all goods must be returned as new in a saleable condition in the original packaging. Please wait for authorisation from KIN before scheduling your shipment. The responsibility for the return delivery, and costs lie with the customer unless goods are faulty. Upon return, the goods will be inspected and a refund will be made within 7 days.

We also suggest that you obtain a proof of postage certificate when returning goods as we cannot be held responsible for goods lost in transit to us. Always include proof of purchase (copy of invoice or receipt) and a completed returns form.

FAULTY OR DAMAGED GOODS

KIN conducts thorough checks of all products before orders are released. You must contact us within seven days of the date of delivery if any of the goods are faulty or are not as ordered. If you do not inform us within seven days, then we will accept no liability for items said to be damaged/faulty/incorrect on delivery.

If your goods are damaged and you wish to return them, please contact us with the description of the damage. Please wait for authorisation from KIN before scheduling your shipment. The responsibility for the return delivery, and costs lie with the customer unless goods are faulty. Items that we agree are faulty or not as ordered will be replaced at no extra charge. If an exact replacement is not possible a credit note will be issued

KIN SERVICES

PERSONAL TRAINING / YOGA / RETREATS

All KIN services require a non-refundable deposit of a stated amount to purchase the service

If KIN cancels the service, you will be entitled to a full refund.

If you decide to not continue with the service (e.g. do not attend a fitness retreat or cancel after paying the deposit or full payment) you will not be entitled to a refund.

For more information please read our General Terms and Conditions.