

Thank you for Purchasing Kaneh Tree Products

Kaneh Tree is committed to providing you with high quality products. If for any reason you are not 100% satisfied, you may be eligible to return the products for a refund under the Kaneh Tree satisfaction guarantee.

If you received damaged or defective product(s), please contact Kaneh Tree immediately. Kaneh Tree can replace those products at no charge in lieu of a refund.

To initiate a return, please email contact@kanehtree.com.

All product(s) will be shipped to Kaneh Tree pre-paid, as we do not accept shipping collect packages. We recommend that you use a shipping method where you can track your package, as risk of loss in shipping is solely borne by the Customer. If the product is not received by Kaneh Tree it is the responsibility of the Customer to trace the shipment and no credits will be applied until the items are received at our distribution center.

The shipping address is:

Kaneh Tree, LLC
25790 Forest Dr
Escondido, CA 92026

Kaneh Tree reserves the right to decline a refund if a Return Merchandise Authorization (RMA) was not issued prior to returning the product(s).

For Retail Customer (s) – 30 Day Guarantee:

As a Retail Customer, you have 30 days from the date of purchase to initiate a return for the following:

1. Your initial order of product placed; unopened
2. Any first-time order of a product; unopened. Subsequent orders may not be returned under this guarantee.

Products must be returned unopened and in resalable condition within 30 days of receiving a Kaneh Tree issued RMA number. Kaneh Tree will not provide a refund on any products that are returned to the Company which are not in resalable condition. The following items are non-refundable, except as required by law: shipping fees, administrative fees, seasonal products, discontinued or promotional items. You are required to return all unopened containers, as applicable, to receive a refund.

If eligible for a refund, Kaneh Tree will credit the original form of payment (less shipping) within 30 days of the product being logged as returned by our distribution center.