



Return Policy

We will accept your return/exchange within 14 days of purchase date. All items must have their original tags attached and be unworn and unwashed.

You may send your return/exchange (along with a copy of your order confirmation) to the address below.

Please be sure to indicate whether you are returning or exchanging on your order confirmation. In the event of an exchange, please indicate which product you would like sent to you. Exchanges are only available on items equal to the purchase price of the product you are returning.

Customer is responsible for return shipping.

kanati.cool
Returns/Exchanges
20560 Langford Way
Jordan, MN 55352

General Shipping information:

Kanati's Standard shipping methods allow for shipments to all 50 United States, most international countries using FedEx as our primary carrier. If inventory is available, orders leave our warehouses within one (1) business day from the date the order has been accepted and confirmed. Orders placed after 3:00PM (Central Time) will be shipped the next business day. Deliveries will occur Monday through Friday (holidays excluded), during normal business hours.

Back Order Shipments

If an item is on back order, you will be notified immediately and your order will be delivered as quickly as possible.

Tracking Your Order

If you would like to receive shipment tracking information, select the FedEx tracking notification option at checkout. When an item from your order has been shipped, FedEx will send you a shipping confirmation email which will include a tracking number that enables you to track the progress of the packages from our warehouse to the address you specified. Please note that it may take up to 24 hours before your order tracking information is available from the carrier's tracking system. That means even though your package has already shipped to you from our warehouse, the carrier may not be able to provide any information about your package for up

to 24 hours.

If your tracking number states your package was delivered and it has not arrived at your shipping location, please follow-up with FedEx shipping carrier directly.