

Returns Policy for the Core Knowledge® Store

We are dedicated to providing you with high-quality materials and customer service. Before purchasing Core Knowledge® materials, please review our returns policy.



We accept returns within 30 days of receipt.

Please inspect your order immediately upon receipt.

Please open all packages promptly upon arrival and check the contents against the packing slip included in your order.

- **Returns and Exchanges**

You may exchange or return items **for store credit within 30 days** of receipt. For standard exchanges, shipping charges will apply for the replacement item.

- **Mistaken, Defective, or Damaged Goods**

If you find that there has been a shipping error (item not received, wrong item, wrong quantity, etc.), or you have received a damaged or defective product, you are welcome to request an exchange or a refund **within 30 days** of receipt. For a damaged or defective item, we may ask you to provide photos of the damaged item or ship it back to us. Please report any defective or damaged goods promptly so that we can work quickly to resolve the issue and prevent such problems in the future. **Shipping charges are not refundable.**

- **Kits, Bundles, and Sets**

When returning a product purchased as a kit, bundle, or set, **all components** must be returned together.

- **Items not accepted for return**

Shrink-wrapped and software items that have been opened are not returnable. **Returns from resellers are also not accepted.**

To process an exchange or return:

Please contact Customer Service. Call **(800) 238-3233** or click the button below.

[Contact us about a return or exchange](#)

You will need to provide:

- Your name, address, and Customer ID number or invoice number
- Reason for return or exchange

We will work with you to determine the best way to return items to us if necessary, and, if applicable, to get replacement items to you as soon as possible.