

Return & Refund Policy

Last Updated: September 28, 2026

At Kovalent Products USA, we want our customers to be satisfied with their purchases. This Return & Refund Policy explains when products may be returned and when refunds may be issued.

1. 30-Day Return Policy

Eligible products may be returned within **30 days of delivery**.

Customers must contact Kovalent before sending any product back. Unauthorized returns may not be accepted.

2. Return Eligibility

Because Kovalent products are professional coating products, **we only accept returns of unopened bottles**.

To be eligible for a return, the product must:

- Have been purchased directly from Kovalent
- Be returned within 30 days of delivery
- Be completely unopened and unused
- Be in its original packaging
- Be in resalable condition
- Include any applicable accessories or documentation

Opened, used, partially used, contaminated, altered, or improperly stored products are not eligible for return, except where otherwise required by applicable law.

3. Products Purchased Through a Distributor or Retailer

If you purchased a Kovalent product through an authorized distributor, retailer, detail-supply store, or other third-party seller, the return must generally be handled through the original seller.

Please contact the business from which you purchased the product regarding its return policy.

4. Damaged or Incorrect Products

If you receive a product that is damaged or different from what you ordered, please contact us as soon as possible.

We may request photographs, your order number, product information, and other details necessary to investigate the issue.

If the issue is confirmed to be our responsibility, Kovalent may provide a replacement, refund, or other appropriate resolution.

5. Return Shipping

Unless the return is due to an error on our part or a product issue covered by an applicable warranty, the customer is responsible for return shipping costs.

Original shipping charges are generally non-refundable.

6. Refunds

Once an approved return is received and inspected, we will notify you whether the refund has been approved.

Approved refunds will generally be issued to the original payment method.

The time required for a refund to appear in your account may vary depending on your bank or payment provider.

7. Exchanges

If an exchange is approved, we will provide instructions regarding the replacement product.

Availability of replacement products is not guaranteed.

8. Non-Returnable Products

The following products are not eligible for return:

- Opened products
- Used or partially used products
- Contaminated products
- Products that have been improperly stored or handled
- Products that have been altered or damaged after delivery
- Products purchased through a third-party seller, except where otherwise required by applicable law

9. Warranty Claims

A product issue may qualify as a warranty claim rather than a standard return.

Warranty claims are subject to the terms of the applicable Kovalent product warranty.

We may request information regarding the product, purchase, storage, preparation, application, environmental conditions, and maintenance before determining whether a warranty claim is covered.

10. How to Request a Return

To request a return, please contact:

Kovalent Products USA

Email: ray@kovalentcoatings.com

Please include:

- Your name
- Order number
- Product name
- Date of purchase
- Reason for the return
- Photographs, when applicable

Do not ship a product back until you have received return instructions from Kovalent.

11. Contact Us

Questions regarding returns or refunds may be directed to:

Kovalent Coatings USA

Email: ray@kovalentcoatings.com