



# Learning Laboratory Kits



## Sales Policy

[www.ohio4h.org/learninglabkits](http://www.ohio4h.org/learninglabkits)

Thank you for your interest in Ohio 4-H Learning Lab Kits and related products. In order to continue to make these materials available, we have adopted a sales policy that balances our customers' needs with the realities of producing products with so many small pieces. We want you to be completely satisfied with your purchase .

### Placing an Order

An order is placed online and then followed up with payment. No orders by mail or credit card are accepted at this time.

- A customer registers on the vending website by creating a user name and password.
- After submitting an online order, a customer submits payment to Ohio 4-H by
  - Faxing or emailing a purchase order to 614.292.5937 or [learninglabkits@cfaes.osu.edu](mailto:learninglabkits@cfaes.osu.edu).
  - Mailing a check made payable to The Ohio State University to Ohio 4-H Learning Lab Kits, 2201 Fred Taylor Dr., Columbus, OH 43210.
- Ohio tax-exempt customers also must complete and submit the Ohio Department of Taxation Sales and Use Tax Blanket Exemption Certificate via fax or email 614.292.5937 or [learninglabkits@cfaes.osu.edu](mailto:learninglabkits@cfaes.osu.edu).

### No Returns or Exchanges

*All sales are final.*

### Shipping

Kits are shipped UPS ground. Shipping charges include shipping, handling, and insurance.

### Tracking

Customers receive email confirmations when orders are approved and when orders are shipped. Tracking numbers are provided so that customers can query UPS directly.

### Kit Assembly

Customers are asked to assemble kits as soon as possible. We make every effort to ensure the content of each kit is correct and complete. Damaged, missing, or incorrect components will be replaced, as long as they are reported within 30 days of the shipping date. Issues reported after the 30-day inspection period are resolved at the customer's expense.

### Replacement Parts

Replacement parts are not kept in stock but may be available by special order. Contact us for more information.

Questions or comments about Ohio 4-H Learning Lab Kits?  
Contact us at 614.292.9772 or [learninglabkits@cfaes.osu.edu](mailto:learninglabkits@cfaes.osu.edu).