



Learning Lab Kits

Ohio 4-H Youth Development • 2201 Fred Taylor Drive • Columbus, Ohio 43210 • www.ohio4h.org/learninglabkits

SALES POLICY

Thank you for your interest in our **Ohio 4-H Learning Lab Kits** and related products! We want you to be completely satisfied with your purchase. Our sales policy balances our customers' needs with the realities of producing products with so many small components.

PLACING AN ORDER

Place your order online and follow up with your payment. **No mail, e-mail, fax, or telephone orders are accepted.**

1. Visit www.ohio4h.org/learninglabkits. Create a user name and password.
2. After placing an online order, submit your payment to Ohio 4-H using one of the following methods:
 - E-mail or fax your signed **purchase order** to learninglabkits@osu.edu or 614-292-5937.
 - Make your **check** payable to *The Ohio State University* and mail to **Ohio 4-H Learning Lab Kits** at the address printed above.
 - Call 614-292-9772 or 614-292-1935 with your **credit card** information (M-F, 8-4). Do not fax or email credit card information.
3. If you are an Ohio tax-exempt customer, please complete and submit the Ohio Department of Taxation Sales and Use Tax Blanket Exemption Certificate via fax or e-mail.
4. All sales are final—**no returns or exchanges** unless your order is incorrect, incomplete, or arrives damaged.

SHIPPING

After we receive your purchase order, check, or credit card information your order is shipped via UPS ground service. Shipping charges include shipping, handling, and insurance.

TRACKING

You will receive an e-mail confirmation/tracking number when your order is approved and shipped.

KIT ASSEMBLY

Unpack your kit and check the contents against the *Assembly Instructions* as soon as possible. Every effort is made to ensure the content of each kit is correct and complete. We replace damaged, missing, or incorrect components at no charge if they are reported within 30 days of the shipping date. Issues reported after this 30-day inspection period may be resolved at the customer's expense.

REPLACEMENT PARTS

Replacement parts are not kept in stock, but may be available by special order. Please contact us for more information or a price quote.

Questions or comments about Ohio 4-H Learning Lab Kits?

Contact us at 614-292-9772 or learninglabkits@osu.edu