Like many companies, we guarantee our products; if an item hasn’t met your expectations, you can bring it back for an exchange, refund or credit. If you have any questions about our guarantee, please, email us at [ flyringokite@hotmail.com ]

Returns and Exchanges

Returns and exchanges can be made by mail. Please email us if you wish to return or cancel an order placed online.

Returning by mail

• Within the US: Returned items must be sent via insured, prepaid Regular US Mail. Ensuring your return allows you to track your parcel with the US Postal Service.  Please Note: We cannot accept CODs.

• Outside the US: Ship goods prepaid, by insured ground shipping. To avoid unnecessary delays, please write “U.S. Goods returning” on the outside of the package.

• Custom orders are not returnable or refundable.

Please note: Our Processing Center cannot accept returns in person. Mail returns to Fly Ringo Kite,

34 Halgren Crescent, Haverstraw New York, 10927.

Please Note: All items must be returned in its original packing material. Return items must be returned in its original state, damage or if kite was flown a percentage of your original purchase will not be refunded or will be refused by [Flyringokite.com].

If you are requesting an exchange, please remember to include sufficient payment for the return postage. Where applicable, please contact your local customs office for information about any taxes or duties that may be assessed on a return shipment.