

How Do I Return or Exchange an Item?

Step 1

Request a return with us by contacting us at support@leeneuman.com or calling us at 1-888-448-8311. Please let us know why you're returning the item and if there was anything wrong with your order.

Return requests must be made within 30 days of receiving the item. After that period, no return requests will be honored.

Step 2

Purchase a shipping label from the courier of your choice and address it to the following location:

Leeneuman Plaza

Attn: Customer Care

2076 RT 70 East

Cherry Hill, NJ 08003

You can use the original packaging the item came in or your own. However, please return all items in NEW condition with all tags and/or boxes.

Step 3

Leave the package with your courier and the item will be delivered to our location. To best help track your return, please keep a copy of the return package's tracking number. If there are any issues, please contact us and provide that tracking number.

Once we receive your item, we will issue a refund or ship your exchange depending on the case. Please note that all extra charges for standard or expedited shipping are non-refundable.

How will my refund be issued?

All payments are returned to the original method of payment. Refunds are not issued before the merchandise has been received, evaluated, and processed by our Customer Care Department. Please allow 5 business days for your return to be processed upon arrival.

Who pays the return shipping cost?

All returns must be shipped pre-paid by the customer. Please use carriers that offer delivery notification (i.e. UPS, USPS, DHL or FedEx). We suggest that you insure the package for the full value of the merchandise.

How will I know that the return has been received?

You will receive an email notification as soon as the return has been processed.

What if I receive a defective item?

"Defective" items mean that the items have an originally manufactured flaw. The flaw existed before shipping and was not created in transit. We pride ourselves on the quality of our merchandise and do our best to prevent a defective product from shipping. Please contact us immediately if you receive a defective item at support@leeneuman.com or call us at 1-888-448-8311.

What are your customer service hours?

Our operating hours for phone and live chat are as follows:

Monday ~ Friday : 9am - 9pm
Saturday : 9am - 5:30pm
Sunday : 11am - 4pm

E-Mails are answered 24 hours a day, 7 days a week.

I have a question, not related to an order or a return. Where can I contact you?

You can still contact us by e-mail or phone at the above address and number. Please see our [Frequently Asked Questions](#) for the quickest answer.

Thank you for shopping with us!

Terms of Use

The use of this site is governed by the policies, terms and conditions set forth below. Please read the following terms and conditions closely. Your submittal of any purchase order to leeneuman.com (the Site) indicates acceptance of these terms and conditions. By accessing, browsing, and using this Site and the hardware it's hosted on, you (Visitor) acknowledge that you have read, understood, and agree to comply with these Terms and Conditions of Use.

Company's Right to Change Terms and Conditions of Use or Site Content

We may at any time, add to, change or remove any part of these Terms and Conditions of Use, with or without notice. Any changes to these Terms and Conditions of Use or any other terms posted on this Site apply as soon as they are posted. We may add, change, discontinue, remove or suspend any other content posted on this Site, including features and specifications of products described or depicted on the Site, temporarily or permanently, at any time, without notice and without liability.

Rules for minors under the age of 18

Because children may not fully understand privacy issues, minors under the age of 18, need permission from a parent or legal guardian before interacting with this Site. We cannot guarantee this Site to be suitable for viewing by Minors, because this Site has no rating or content verification system. Viewing of this Site is at the viewer's own risk.

Collection and Use of Data

In order to purchase from our Website, you must first register by creating a Log In account with your username and password. During registration you must provide, your personal information including

name, address, phone number, and e-mail address. This information is necessary to fulfill and track your orders. For purpose of billing and order processing, additional information is required such as, credit card number and expiration date. All of your information is stored on a secured server. User's IP Address (the internet address of your PC) will also be collected to calculate the number of customers visiting our Site, and when you provide us with comments and suggestions.

Errors on Site

Despite our best efforts to include accurate and current information on our Site, we do not warrant or represent that the Site will be error-free. We reserve the right to revoke any stated offer and to correct any errors, inaccuracies or omissions including after an order has been submitted whether or not the order has been confirmed or if your credit card is charged. If your credit card has already been charged for the purchase and your order is cancelled, we will issue a credit to your credit card account in the amount of the charge.

Pricing and Order Limitation

All prices are reflected in US dollars. Product pricing and availability are subject to change with or without notice. We make every effort to provide you the most accurate, up-to-the-minute information. However, if you have ordered an item that is subject to a price and availability change, we reserve the right to reject any order you place with us, and/or to limit quantities on any order, without giving any reason. If we reject your order, we will generally attempt to notify you using the e-mail address you provided us when the order was initially placed. Items, pricing and stock level on this site may not match as those sold at our physical store.

Payment Terms

You may pay for your orders with major credit cards issued in the United States of America.

Currently, we accept **Visa, MasterCard, American Express, Discover, PayPal and Google Checkout.**

Your credit card will not be charged when the order is received. You will be charged once your item is packaged and in possession of our third party shipping carrier. We may pre-authorize your order amount with your credit card issuer at the time you place the order, which may have an effect on your available credit line. Please contact your credit card issuer for more information.

Sales Tax

We collect and remit sales tax as required by U.S. law, for transactions on this Web site. If your item is being shipped to an address in our home state, sales tax will added to the order. If you are a legally tax-exempt organization, we will assist you with placing a tax-exempt order. Please contact our customer support. We reserve the right not to sell to resellers or dealers.

International Order

If you would like to place an international order, please email us at support@leenewman.com with the list of items you wish to purchase, your shipping address, country, postal code, telephone or fax number and any questions you may want answered. Our international sales specialist will explain all of the shipping options and terms available to you.

All other taxes, duties, customs or other fees not included in the price quote are the responsibility of you the customer. Please note that we cannot be responsible for lost or misdirected items sent, at your request, through the US Postal Service. Any shipments lost or damaged in which the customer did not request and pay for tracking, confirmation, or insurance, are the sole responsibility of the customer, and leenewman.com is not to be held responsible for any losses incurred. Please contact us for shipping options prior to making orders.

Order Acceptance/Confirmation

After you place an order using our shopping cart, we will email you the "order confirmation number" as confirmation of order acceptance (please reference this number with all your communications with us). We reserve the right to reject any order you place with us, and/or to limit quantities on any order, without giving any reason. If we reject your order, we will attempt to notify you using the e-mail address you have given us with the order. Your credit card will normally not be charged if we reject an order, but we will process a refund if the charge has been made against your card.

Product Warranty

All our products sold on our Site are brand new and purchased directly from the manufacturers, and

are subject to a certain warranty. Please review the manufacturer information you receive with your new product to learn more about the manufacturer warranty.

Order Cancellation

If you wish to cancel your order, please contact us immediately. You may cancel an order at any time prior to the order being processed at our customer support center 1-888-448-8311. If you choose to cancel your order after it has been shipped, please follow our Return Policies. Orders which are refused at delivery will assess all of the applicable fees - including restocking and shipping and handling charges.

Termination of Use

We may, in its sole discretion, terminate your account or your use of this Site at any time. You are personally liable for any orders that you place or charges that you incur prior to termination. We reserve the right to change, suspend, or discontinue all or any aspects of This Site at any time without prior notice.

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