

General

What value do I gain from ordering the kit instead of purchasing the items separately?

Cost savings are achieved from purchasing bundled kits. Cost savings varies based on the selected kit.

Will discounts vary by order channel?

The same cost savings will be recognized through any order channel used (online, OPIE, phone, email, fax, etc.) to place your order.

Ordering

How do I place an order?

Kit orders can be placed online, through the Cascade integrated OPIE catalog (accompanied with completed [order form](#)), by phone, email, or fax.

Can I substitute items within a kit for other items?

There are no substitutions allowed.

Can I order two different sizes of liners?

No. When you select the liner size, the system will automatically default to a quantity of two.

If I order more than just a kit, will the other items still ship together?

Multiple line orders that include a Kit will ship out of Chico Distribution Center (if inventory is available).

Exceptions include: items not shipping out of the Chico, CA Distribution Center and items that are marked as hazmat or oversized will ship separately.

For example, if the customer is based out of Boston, Massachusetts places an order for a kit along with other commonly ordered items, certain products may ship from the customer's default warehouse (Lancaster, PA) and the kit may ship separate from our Chico, CA Distribution Center.

Shipping

Where do the kits ship from?

All kits will ship complete out of the Chico Distribution Center. All current freight policies apply. Time and transit vary on location unless otherwise specified.

[Transit Map](#)

Returns & Warranty Policy

What is the return policy for COS kits?

Cascade will not accept the return of individual kit items. RMA's will be issued in the exception of warranty returns. Warranty returns will be subject to manufacturer's specific warranty policies. For additional information, please refer to Cascade's complete Kit Return Policy.