



RETURNED MERCHANDISE POLICY (MiTek Canada)

1. MiTek will accept returned goods within 30 days of original shipment provided returned freight is prepaid to our factory with an accompanying Returned Merchandise Authorization (RMA) number. Specials, non-stock, and custom ordered products do not qualify for credit under any circumstances.
2. Customer must contact Customer Service for a Returned Merchandise Authorization (RMA) prior to shipping product. No credit will be issued without an RMA.
3. Re-saleable, currently stocked product may be returned within 31 to 90 days of the original shipment with a 25% restocking fee. After 90 days products cannot be returned.
4. Credit will be issued for only product returned in full, unopened cartons suitable for resale. Product cost must be verified with accompanying invoice displaying original purchase price.
5. Charges to repackage product will be incurred by the customer.
6. Return shipments without a valid RMA number or marked "freight collect" will be refused.
7. Credit may not be deducted until a credit memo is issued to the customer.

Customer Service

Phone: 800-268-3434

Email: ca-mbp-customerservice@mittek.ca