



Return Merchandise Policy

- 1) This policy applies to all MiTek builder products, except that it does not apply to Hardy Panels or Z4 products. Product one year or older, specials, non-stock, custom and obsolete products do not qualify for return or credit under any circumstances.
- 2) MiTek will accept returned goods within 30 days of original shipment with no restock fee. Goods returned within 31 to 90 days of the original shipment will incur a 25% restock fee that will be deducted from any credit to the customer.
- 3) All returns must have an accompanying Return Merchandise Authorization (RMA) number that may be obtained by contacting Customer Services (see below). The RMA must be clearly indicated on the returned product. The packing list must also include a comprehensive list of all products on each pallet.
- 4) The return merchandise will ship prepaid by the customer to a factory designated by MiTek.
- 5) Any returned epoxies must have a minimum of 12 months remaining shelf life upon the receipt of the return to be eligible to receive credit.
- 6) The customer must provide copies of the original invoice and any credit issued will be at the original purchase price.
- 7) Credit will be issued for product returned in full, unopened cartons suitable for resale.
- 8) Charges to repackage the product will be incurred by the customer and deducted from the amount of the credit.
- 9) Upon inspection by MiTek, any product deemed unsaleable or product that was not included on the original RMA will be scrapped or returned to the customer. These products will be deducted from the credit and the customer is responsible for freight if they elect to have the product returned. Customer will sign a Nonconforming Product Authorization form.
- 10) Return Shipments without a valid MiTek RMA number or marked "freight collect" will be refused.
- 11) Credit may not be deducted until a credit memo is issued to the customer.

Customer Service

Hours: Monday through Friday, 6:00 AM to 7:00 PM Central Standard Time
Phone: 800-328-5934
Email: uspcustomerservice@mii.com