



## RETURN & EXCHANGE POLICY

### RETURN POLICY

If the merchandise is received damaged, defective, or not as ordered, you must notify Mila International, with proof of damage, within 5 days after you receive shipment\*.

An item cannot be returned more than 30 days after the date of receipt\*. All returnable merchandise must be in resalable condition, must not have been installed, and must have the original packaging for the item. Any items returned in packaging other than the original packaging will not be accepted. A 20% restocking fee of the invoice price will be charged. You are responsible for all freight charges. However, you will be credited on all reasonable and customary freight charges relevant to that item if product is defective or the wrong item was shipped.

To return a product, contact us via email or by phone to obtain a Return Good Authorization Number. Please note the RGA # on the outside of the package. Returns without an RGA # will be refused and no credit will be issued.

If the return is approved after our inspection, credit will be issued 10 days after we receive your merchandise.

### EXCHANGE POLICY

If the merchandise is received damaged, defective, or not as ordered, you must notify Mila International within 5 days after you receive shipment\*. You can exchange an item within 30 days after the date of receipt. It must be in resalable condition, must not have been installed, and must have the original packaging for the item. You are responsible for all freight charges. However, you will be credited on all reasonable and customary freight charges relevant to that item if product is defective or the wrong item was shipped. Restocking fee may still apply.

To exchange a product, contact us via email or by phone to obtain a Return Good Authorization Number. Please note the RGA # on the outside of the package. Returns without an RGA # will be refused and no credit will be issued.

\* Time of receipt is based on UPS, FEDEX, USPS, or other carrier delivery confirmation.

For more information contact us at:

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