



REFUND POLICY v2.0

We are committed to providing the best customer satisfaction possible and all items sold by MSS are warranted to be free from defects in material and workmanship prior to installation. We also hand check all orders before they are dispatched to ensure they are to the highest standard.

Within 10 working days of receipt of your order, you may return products that was ordered in error from our on-line shop at <https://mss.company/shop> however the following applies;

- You notify us at sales@mss.company stating the reason for the return;
- All items shipped *must* be returned in the original packaging;
- Item(s) must not have been used, installed, modified or disassembled;

RETURNS PROCEDURE

- I. Log on to <https://mss.company/refund-policy/> and fully complete the form.
- II. Returns must be sent insured and All shipping and handling charges are not refundable.
- III. A copy of your invoice showing the invoice number must accompany your return along with a written explanation and a contact telephone number where we may be able to reach you.
- IV. A refund or exchange will not be considered until all relevant items, hardware, and accessories sent have been returned to MSS at our office address which can be found on our contact page - <https://mss.company/contact>.
- V. Once we have received your return, conducted an inspection of the returned part(s), and verified that your return meets the above guidelines, a replacement part(s) or a full refund, as appropriate, will be issued within 48-hours of receiving all items shipped.
- VI. All applicable sales taxes will be refunded.

REFUND ON BACK-ORDERS

- a. If an item is not in stock, you may choose to place a back-order and we will ship the item as soon as it becomes available.
- b. All backorders must be pre-paid in full to be placed on order/backorder.
- c. If we experience a long delay, we will advise you of that fact and offer you alternative products in stock or due in to stock within a 14-day period.
- d. If you do not wish to wait for back ordered items, we will cancel your order upon receiving a request by email to sales@mss.company and issue a full refund on the same day.

QUESTIONS, ISSUES, SUGGESTIONS?

Contact us at info@mss.company with any questions or suggestions relating to Our Refund Policy.

MSS

<https://mss.company/>