

## **M&S Technologies Return Policy**

If you are not completely satisfied with an item and are looking to return or exchange your order for whatever reason, we're here to help! We accept **returns** within **45 days** of purchase. You can return your product for **future credit, a different product, or a refund** to the original payment method.

- Returned items must be in original packaging including all cables, manuals, and accessories. Items must be new or in unused condition, with all components present to receive a refund. Specific items damaged, dented, scratched, missing content, or otherwise unable to be returned to stock may be denied a refund.
- Returned items must have no visible signs of wear or use.
- Customer is responsible for return shipping fees.
- Order should be shipped back to M&S Technologies with a traceable tracking number.
- A 25% restocking fee will be applied if returned within 45 days of the date of the sale or purchase. No refund or credit will be issued after 45 days.
- Refund will be issued within 15 days once the merchandise is received and processed.

Please return the item to M&S Technologies. If you would like assistance arranging shipment to us, we would be happy to supply a return shipping label. The shipping expense will be deducted from the total refund. Follow the steps below:

1. Call us at 847-763-0500, M-F, 8a-5p CST.
2. Our technician will provide a FedEx return shipping label via email and the supplied RMA number for the return.
3. Print the return label and adhere it to your package.
4. Drop-off the package at your nearest FedEx location.

### **Damaged, defective, or incorrect items**

If you receive a product that is damaged in shipping, defective, or is not the correct product ordered, please call us at 847-763-0500; we'll arrange for a replacement and assist you in returning the original item. Please return in original packaging if applicable. Please document any shipping damage with photos and include signed delivery document. Return shipping label supplied.

### **Refunds**

The appropriate tax amount by item will be included with your refund. Any restocking fee or missing items will be deducted from the refunds. Refunds will be issued in the same form as payment originally used for purchase, unless otherwise specified.

### **Smart System® VR Headset Demo**

Our new Smart System® VR Headset is yours for a 30-day trial period, no charge. We hope you like what you see. If for some reason you are not 100% satisfied, please return to M&S Technologies in the original packaging. Shipping is on us! If the product is not returned within 30 days, a 25% restocking fee applies.

Please contact M&S Technologies at 847-763-0500, M-F, 8a-5pCST with additional questions. We are here to help!