



Refund Policy

Returned products must be in new, unused condition and include the original box and/or packaging with all tags included.

Once your return is received and inspected by MPI (usually within 24 hours of receipt), your refund will be processed, and a credit will be applied to your credit card or original payment method. Please note that depending on your credit card company, it may take an additional 2-10 business days after your credit is applied for it to be posted to your account.

You are responsible for all shipping costs associated with getting your order back to our Wauconda, IL warehouse.

See below for instructions on where/how to get your return order back to us. Items should be shipped back to our Wauconda, IL based location.

Exchanges

Need to make an exchange? After you process your return, simply place a new order for the exchange merchandise. You are still responsible for return shipping costs on your original order back to us.

No Restock Fees

If your order arrives and it is not right, we will fix it, NO NONSENSE, we promise.

Doesn't fit or just not happy with it? You can return any new, unused and unaltered item within 30 days of delivery of your item. We will issue a full refund to your original payment method.

Return Shipping Options

All shipments must be made prepaid; packages shipped COD will be rejected. Any Refused, Undelivered, or Abandoned package will be subject to a \$10 Service Fee.

Order Cancellation / Modifications

If you change your mind, act quickly! We turn around and process orders extremely quickly.

Orders can be modified or cancelled only while their status is labeled "Order Received." Once an order has a status of "Order Processed," it cannot be cancelled or modified, as the order has been processed by our warehouse and is in the queue to be shipped out.

Used or Damaged Merchandise

Any merchandise which has been "installed" is considered used and cannot be returned. Any merchandise or parts which shows signs of use (wear, bugs, dirt, smell, pet hair, scuffing, mounting, etc) or otherwise is in a condition other than it was received cannot be returned.

International Returns

International shipments should be marked as a "Merchandise Return" with a carrier that does not levy brokerage fees. Customer is responsible for any applicable brokerage or customs charges. Any items shipped COD or having additional brokerage fees that are charged to MPI upon delivery will be rejected.

Defects

Each manufacturer has its own warranty policy. MPI will assist customers with their warranty; however, MPI does not provide any direct warranty on any item sold.