



## Return Policy

**THE REFUND POLICY IS NOT APPLICABLE TO ORDERS OUTSIDE OF USA DUE TO VARIOUS INTERNATIONAL LAWS AND REGULATIONS.**

100% Refund is applicable to enrollment orders only for products that are unopened and in resalable condition (S&H, and tax are non-refundable). The refund request must be submitted via the Customer Support Ticketing System within 30 days from the purchase date of the order.

### **Refund limitations:**

1. If the product is opened, it may be returned for an 80% refund.
2. Refunds are limited to a single opened item of each product type. i.e. If there are more than one opened product of the same product type, an 80% refund is only applicable to one unit; the remaining open items of the same product are non-refundable.
3. Refunds are only applicable to first-time purchases.
4. Refunds not applicable for autoship or subsequent store orders.
5. The refunded value will be exclusive of any shipping costs, handling costs, marketing materials/tools, duties, VAT or taxes (except USA sales tax) paid at the time of purchasing product(s).
6. Refunds are only applicable for products purchased directly from the official MPG-CAPS website: [www.MPG-CAPS.com](http://www.MPG-CAPS.com)
7. Additional shipping charges for any package that was undeliverable and returned to ByDzyne may be applied. Some reasons in which additional shipping charge may apply, include, but are not limited to:
  - Incomplete/Incorrect address, Missing Apartment #
  - Consignee's correct name is required for delivery
  - Consignee unavailable to Sign
  - Consignee canceled/refused order
  - Consignee has moved
  - Undeliverable-address

### **Return Process**

1. Submit a refund request through the Customer Support Ticketing System within 30 days from the purchase date of the order.
2. Customer Support will provide an RMA# and a return shipping address.
3. Write the RMA# on the outside of your return package and include a copy of the original packing slip with your return package to help us locate your



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original order and expedite refund. If RMA# provided is not written on the outside of the package, an administrative fee of US\$20 will be deducted from the refund amount.

4. The return package must be postmarked within 7 business days of receipt of the RMA#.
5. Once the fulfillment center confirms the returned package is received, a refund for the eligible products will be issued within 10 business days back to the original payment method. Note: the credit of the actual refund may vary depending on your bank or credit card company.
6. As we are not liable for returned packages lost in transit, please insure your package accordingly.

**Defective or damaged product(s)** may be replaced if the Company is notified within 3 business days of receipt.

1. Submit a replacement request through the Customer Support Ticketing System within 3 business days of receipt of the package.
2. Once the replacement is approved, a Return Merchandise Authorization number (RMA#) will be provided.
3. Write the RMA# on the outside of your return package and include a copy of the original packing slip with your return package to help us locate your original order.
4. The return package must be postmarked within 7 business days of receipt of the RMA#.
5. Once the returned product is received, the replacement product will be shipped within 7 business days, but may vary depending on inventory availability.
6. As we are not liable for returned packages being lost or damaged in transit, please insure your package accordingly.

**Phone:** 1 (307) 429-0799 **Email:** support@ByDzyne.com