



## RETURNED MERCHANDISE POLICY

1. USP Structural Connectors/MiTek will accept returned goods within 30 days of original shipment provided returned freight is prepaid to the factory with an accompanying Returned Merchandise Authorization (RMA) number. Specials, non-stock, and custom ordered products do not qualify for credit under any circumstances.
2. Customer must contact USP Customer Service for a Returned Merchandise Authorization (RMA) prior to shipping product. No credit will be issued without an RMA.
3. Re-saleable, currently stocked product may be returned within 31 to 90 days of the original shipment with a 25% restocking fee. Contact USP Customer Service Department. Specials, non-stocked and custom ordered products do not qualify for credit under any circumstances.
4. Credit will be issued for only product returned in full, unopened cartons suitable for resale. Product cost must be verified with accompanying invoice displaying original purchase price.
5. Charges to repackage product will be incurred by the customer.
6. Return shipments without a valid USP RMA number or marked "freight collect" will be refused.
7. Credit may not be deducted until a credit memo is issued to the customer.

### Customer Service

Hours: Monday through Friday 6:30 am to 7:00 pm Central Standard Time

Phone: 800-328-5934

Email: [uspcustomerservice@mii.com](mailto:uspcustomerservice@mii.com)