

# RETURN POLICY AND PROCEDURES

## Returns

Items in NEW condition may be returned within **90 Days of Original Purchase**.

- Contact our Customer Service at MTJ Sports for a Return Goods Authorization (RGA) Number.
- Reference or Proof of Purchase is required.
- Items you wish to return shall must be kept in its original packaging with all tags that arrived with product.
- Customer is responsible for Return Shipping. COD will not be accepted.
- Send your Returns to: MTJ Sports, 10 Edgewood Drive, Kewanee, IL 61443

Customers are responsible for shipping costs unless product is defective or an error has occurred when filling the order.

Returns take approximately 5 business days to process upon receipt of merchandise. Returns are credited to the original payment method **less shipping and handling**.

Email notification is sent upon the finalization of your return, not when your items are received at the facility. Please note that it will take most banks 3-6 business days for the credit to be reflected in your available balance after your email notification.

## Defective and Incorrect Items

If you receive any defective or incorrect items, please contact our Customer Service at 800-789-1319 (International Customers 1-309-854-6402) or via email at [sales@mtjsports.com](mailto:sales@mtjsports.com).

## Exchanges

Customers are welcome to send back the original product (in NEW condition) along with a request for a different product.

## Refusing a Package

You are free to refuse a shipment when it is delivered, however, please be aware that doing so **will result in additional shipping charges**. You will be responsible for the charges to and from your location, regardless of any 'free shipping' benefits or promotions, along with a \$10% re-stocking fee. We recommend accepting the package and doing a proper return.

## International Package Refusal

If you refuse an international shipment that has been received by customs because you will not pay tariffs or taxes, we will refund you the cost of the product after charging you for the shipping, international brokerage fees and any other fees required to return the shipment to us.