



MBoard Form: RMA (Return Merchandise Authorization)

PLEASE NOTE: Please use the same personal information (Name, Email and Phone Number) that you provided when placing your original order if possible.

Name: _____

Order Number: _____

Email: _____

RMA# _____

Phone: _____

Date of Return: _____

Mailing Address: _____

Product:	Qty:	Reason For Return:	Condition:

I acknowledge that I have read and agree to the **MBoards Return Policy** before submitting my return. (Found on Page 2)

Name: _____

Signature: _____

MBoards Returns Policy.

Please read and review carefully.

1. Returns (Unopened)

We accept returns on new unopened items within 14 days of delivery. The item/items must be unopened, in its original packaging and have the receipt or proof of purchase. Before a return is sent, **the customer must have written approval from MBoards**. If a customer sends a return without the written consent of MBoards, a refund will not be issued and the customer will have to pay shipping to get the item returned, or, sacrifice the item. If you do decide to make a return, a 15% restocking free will be charged on all items returned.

Please note: On Sale, Clearance, and Battery Pack items are not eligible for returns. The product must also be an existing in-store product and cannot be a discontinued product

2. Returns (Defective or Damaged)

We accept returns or exchanges if the item you purchased is defective or has been damaged in transit. If you receive a defective item, please contact us at support@mboards.co with details of the product and the defect or damage. Upon receiving the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect.

3. Returns Shipping

We cover return shipping on defective and damaged items only. All defective items are inspected by our technicians. If the item is not defective, the return shipping costs will be charged to the customer. If you are returning an item, you will be responsible to cover the cost of shipping back to our warehouse even if you received free shipping initially. We always recommend using a carrier that provides tracking when returning your items. Please always make sure to pack your item carefully as we cannot issue full refunds on items damaged during shipping.

4. Refunds

If you have requested a refund for your order or damaged item, please allow 1-4 weeks for this to be processed. This allows time for shipping back to our warehouse, item inspection, and bank transfer processing times. Once your refund has been proceed and approved, you will receive your refund using the payment method of your original purchase. **Refund will only be processed once the item/items are back at our warehouse**. If you need an update on your refund, please contact us at support@mboards.co.

5. Chargeback

Any fraudulent or false chargebacks are investigated and will result in permanent bans and domain block access to MBoards.co and any MBoards products.

6. Questions

If you have any questions about the delivery and shipment or your order, please contact us at support@mboards.co.

7. Legal

By placing an order with MBoards, you have read and agree with the information stated above.