

Manufacturing Solutions of MN
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MSI Is Your Cutting Tool & Manufacturing Partner

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RETURN POLICY

Manufacturing Solutions Inc. (MSI) will accept back all materials possible as a service to our customers; amount must be \$100.00 or greater per vendor. If a return is necessary because of a MSI or supplier error, we will promptly correct and take care of return freight.

All other returns are subject to the following conditions:

1. A Return Merchandise Authorization (RMA) is required for all returns. Request a MSI Return Form or download from [HERE](#). Fill out the form and submit to sales@msmni.com and we will respond with RMA paperwork and instructions to return.
2. RMA's must be requested within 30 days from date of original invoice.
3. Shortages or damages must be reported within 10 days of receipt of shipment. If shipment is damaged in transit, note damage when signing for shipment and take a picture of packaging. For collect shipments, file claim directly with the carrier. For pre-paid shipments, send MSI a picture of the packaging with what was missing or damaged.
4. The RMA number should be visible on the outside of the shipping carton and the RMA paperwork must accompany the returned merchandise.
5. Product and packaging must be received in new, saleable condition, unused and not altered.
6. Partial packages, non-stock, obsolete or special items are not eligible for return.
7. The RMA is not a guarantee of credit. Once items pass the manufacturer's return evaluation a credit is issued.
8. A minimum 15% restocking fee applies on returns for credit.
9. Return transportation charges must be prepaid.