

Return Policy

Mitrani is committed to providing good service to all our customers who enjoy our excellent range of products.

If you receive an item that is defective, has missing parts, or has been received not as ordered, please contact us within 48 hours either by e-mail to info@mitrani-usa.com or **by phone to (818) 888-9994**.

Upon receipt of your communication, we will issue a Return Merchandize Authorization (RMA) numbered form and give instructions as to how to ship the product back to us. All returned items will go through inspection. If the product is found to be defective, we will either issue a full refund or replace or exchange the product for a same value item at no additional cost.

In case of damages, incorrect orders and/or no need etc. the following charges will be on your account.

Please note the following:

- It is your responsibility to report any claim within a 48 hour time period from the receipt of the merchandize by e-mail to the address info@mitrani-usa.com, including the full claim description and photos showing clearly the reason for your claim.
- Once the Company confirms your claim, you will receive a Return Merchandize Authorization (RMA) number. You will have to write this number on the return form that you will find within the delivery carton that the product was within. Ensure to place the return authorization form within the carton with the returned goods when you send back the product.

Please note, only return the product after receiving the RMA number from us.

Any returned package without a RMA number stated will not qualify for a return or exchange consideration.

- Returned items should be shipped by an insured, traceable method offered by UPS or FedEx. We are not responsible for lost shipments. In the case of a lost shipment you must file a lost shipment freight claim with the respective shipper.
- All returns/exchanges must be made within 30 days from the receipt of the merchandize. If 30 days have gone by since your item has been delivered, unfortunately we cannot offer you a return or exchange.
- All shipping charges are non-refundable and you will be responsible for return shipping charges. Any order shipped with free shipping will be billed for shipping if the item is returned or exchanged. All returns/exchanges must comply with this return policy.
- All returns are subjected to a 25% re-stocking fee on non-defective merchandise.

- Returned items must be in the manufacturer's original package, include all parts, pieces & instruction manuals, and must not be used, installed, damaged, or incomplete.
- If the return meets the terms of the policy, credit will be issued within 10 working days from the date the product has been received by us.
- Refunds will only be issued to the original credit card that you have used when placing your order.
- Mitrani-USA reserves the right to refuse any returns that do not follow our return policy.
- Not all items are returnable, for instance close out purchases, promotion sales etc. are not returnable.
- **Cancellation of orders:** Once you confirm your order it cannot be canceled and falls under the return policy rules.



Mitrani USA Corp.
Phone (818) 888-9994
Fax (818) 888-9954
16121, Leadwell St.
Van Nuys, CA 91406
info@mitrani-usa.com

FROM: _____

Returns without RMA number will be refused

RMA No. _____

Enclose this form along with your merchandise.

Please refer to our Warranty Policy in www.mitrani-usa.com