

MH CYLINDER RETURNS & EXCHANGES

Mountain High Equipment & Supply Company (MH) takes great pride in offering the absolute best in aviation oxygen cylinders, equipment and components and your total satisfaction is our goal. However, if you find it necessary to return or exchange an item, this can be easily accomplished by following the guidelines below:

Due to their perishable nature, cylinders may only be returned within 30 days of delivery and must be returned at the customer's expense. All returns or exchanges may be subject to an industry-standard restocking fee of up to 25% and orders that received the free shipping promotion, our outbound shipping costs will be deducted from your return refund.

All cylinder returns are subject to inspection and must be in new, unused and resalable condition (no scratches, cracks or dirty surfaces) and contain the original packing materials, manuals and blank warranty cards. Any merchandise deemed unsuitable for resale will not be accepted for a refund. We will only reimburse return shipping costs if items being returned were shipped due to our error. Otherwise, the customer is responsible for the original delivery costs and the return shipping expenses.

Returns requests beyond thirty (30) days from date of delivery as well as special orders are not returnable or refundable. Special order items that MH must purchase for our customers must be paid in advance of ordering.

Order cancellation requests received after the order has been shipped are subject to our set return policies. You must accept delivery and contact us to obtain an RMA number and return shipping address.

For additional information or to file an RMA, please contact Customer Support at 1-800-468-8185.

A Return Merchandise Authorization (RMA) number must be obtained from our Customer Support department for any and all returns.

Item(s) being returned must be returned within 14 days of receiving your Return Authorization Number.

We are not responsible for returns that are either lost or that arrive to the returning facility damaged. We highly recommend that you insure the shipment for its retail value and obtain a valid tracking number for your records to protect against shipping damage or loss.

Refunds for returns that included a valid RMA number will be issued after receipt and warehouse inspection approval, via original payment method within approximately 10 business days. If you paid via check or money order a check will be issued within 4 weeks.

TECHNICAL SUPPORT

Many product problems can be resolved by reviewing the information sheets and instruction manuals enclosed with the purchase. For additional technical assistance contact the MH Customer Support at 1-800-468-8185.

