



Return Policy:

- MTP will not accept any returned material without preauthorization.
- A **Return Material Authorization** form will be filled out and RMA # will be issued;
  - The RMA number must be referenced on all packages.
- All material being returned will be inspected before any credit is issued.
- A **minimum restocking fee\*** of 15% will be applied to all returns.
- Specialty items that have been custom engineered and fabricated **cannot** be returned.
- Freight charges associated with the return are the sole responsibility of the customer;
  - MTP will not issue credits for freight charges.
- Unless material shipped is defective or incorrect, MTP does not issue refunds. It is company policy to issue a credit to either:
  - an open invoice
  - a future order

**\* The restocking fee may vary depending on size of material and condition the material is returned in. MTP reserves the rights to decline the acceptance of material if it does not pass the quality inspection.**

**\*\* All requests to return material must be made within 180 days from the date the items were shipped.**

**\*\*\* Once an RMA is issued, the customer will have 60 days to return the material. If material is not received by then, the RMA will be closed and no credit will be issued.**