



## SLIP MOUNT SYSTEM® GUARANTEE

We provide a 100% satisfaction guarantee on our products. If you receive any of our brand name products and are not completely satisfied, you can return it to us within 30 days for a 100% refund of the product. After the 30 days, we provide lifetime support of the product.

## SHIPPING & RETURNS

### SHIPPING

Your order is processed and packed for shipping as quickly as possible by our amazing order fulfillment staff. Depending on the items in your order or the volume of orders this could take one to two days. When your order is packed and ready for shipping you will receive an email letting you know it will be on its way soon!

**Domestic, Canada Shipping:** can take between 7-10 days - from order placement to final delivery.

**USA, International Shipping:** can take between 10-14 days – from order placement to final delivery.

### RETURNS

Our return policy lasts 30 days from the day you received your package.

To be eligible for a return, your item must be unused and in the same condition that you received it. To complete your return, please contact us through our Support portal to obtain an RMA Number and reference your original order number. Once you receive your RMA number, you may return the product to us to the address we provide. Items must be pre-paid returning, collect returned parcels will **Not** be accepted, please ensure the RMA number is clearly marked on the outside of the package.

**Refunds (if applicable):** Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**Late or missing refunds (if applicable):** If you have not received a refund yet, first check your bank account again. It can take up to 5 days for this to appear on your account. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you have done all of this and you still have not received your refund yet, please contact us.

**SMS Industries Ltd.**

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