



M.GLOBAL RETURNS & EXCHANGES POLICIES

RETURNS

INITIAL ORDER (anyone's first-ever purchase with M)

If a Customer or Associate is dissatisfied for any reason, M will refund 100% of their purchase price; Customer/Associate just pays for return shipping. This includes product that has been opened, unopened, partially used, etc.

2nd ORDER AND BEYOND

Customer/Associate may return any product that is unopened and re-sellable, subject to a 10% restocking fee. Customer/Associate pays for return and replacement shipping, and M will refund 90% of the purchase price.

EXCHANGES

M'S ERROR

If we sent an incorrect product/doesn't match invoice, simply call us and we'll replace the product, including paying for shipping both ways.

CONSUMER CHANGES MIND

If, before opening the product*, you change your mind and want a different product, call us to coordinate the exchange. Customer/Associate pays return shipping and replacement shipping.

*2nd order and beyond

DAMAGED PACKAGING

If the packaging AND product are damaged in shipping, we'll replace it at no charge. Simply email a picture and explain the damage to Support@getMGlobal.com. They'll call you to finalize the exchange.

If the box is damaged BUT the products are undamaged, we encourage you to use them — no harm, no foul! But if you must exchange the product, simply pay to ship it back and we'll replace it.

BULK

We'll consider as any individual cases arise.

For all returns and exchanges, please call US: 855-750-9937 or Canada: 855-753-0343 for a return materials authorization ("RMA") number.

Additional questions?

Visit us at getMGlobal.com
or check out our Facebook group:
[M.Global Product Questions](#)