

Mistcooling Returns Policy

MistCooling Inc. takes great pride in the quality of our products. We have a strict set of procedures that ensure every item shipped has received an inspection for proper operation and condition. If you have received a defective product, Mistcooling offers exchange and return options for our customers. This policy explains the terms and conditions for all returns or exchanges.

Notification Requirements

If you have received a product that is defective upon arrival, Mist Cooling Inc must be notified within 48 hours of receipt of the item(s). If you have received a broken parcel, please notify the delivery driver at the time of taking delivery. You may also file a claim directly to the shipping provider.

Troubleshooting Requirements

Please keep in mind that most concerns can be resolved with basic troubleshooting. We may ask you to perform basic troubleshooting steps to get your product working properly or to identify the cause of the concern. Mist Cooling Inc will not authorize a return or exchange if troubleshooting support is refused by the customer.

Case-by-Case Requirements

Mist Cooling Inc. will handle returns/exchanges on a case-by-case basis. Due to the seasonal nature of our products, our return requirements vary depending on the item in question.

We generally do not allow returns on the following items:

- Nozzles that have been used.
- Tubing that has been cut or used.
- Used “wear items” such as carbon brushes, pump seals, pump oil, filters, or similar items.
- Items physically damaged by abuse, misuse, or modification.
- Items for which we have no record of purchase.

Return/Exchange Timeframes

- Most products can be returned within 15 Days of the purchase date.

- Most products can be exchanged within 30 days of the purchase date.
- All sales are final after 30 days.

Return/Exchange process

To start an exchange or return, follow the procedures found in our Customer Service Assistance program: [CLICK HERE](#).

We will then qualify your return and issue RMA#.

The following conditions apply after we qualify your return/exchange and issue RMA#:

- Returns/Exchanges cannot be made without an RMA # authorized by MISTCOOLING INC. All returned items must be in NEW, UN-USED CONDITION, UN-ASSEMBLED, and in the ORIGINAL PACKAGING.
- Any used items returned will not be refunded. Special orders or custom-made items are non-refundable and cannot be exchanged.
- Freight should be pre-paid by the customer for all return shipments along with the RMA# and original Invoice/Packing Slip.
- Items must be properly packaged to reduce the possibility of damage during the return process.
- A 25% Restocking Fee will be deducted from the refund for returns.
- The Restocking Fee will be waived for most exchanges.
- Shipping & Handling charges are Non-refundable.
- The price of any missing/damaged parts will be deducted from the refund.
- Any free shipping items returned will have the outbound freight charge deducted from the total return.
- Upon arrival at MistCooling Inc's warehouse, all returned items are inspected.
- Your refund or replacement will be processed after we receive, inspect, and verify your return.
- MistCooling Inc. reserves a right to deny credit/exchange if any of the above conditions are not met.

We understand that returning a product can be a hassle, which is why we have made our return process easy for you. You will be able to keep track of your return and receive updates on the status of your refund or replacement. We want to ensure that you are completely satisfied with your purchase, and we are here to help in any way we can.

To start an exchange or return, follow the procedures found in our Customer Service Assistance program: [CLICK HERE](#).