



## Our Return and Exchange Policy

Returns of merchandise purchased from myCharge.com may be made within 30 days of the original receipt for a full refund of the cost of the merchandise. The total of your return will be credited to the charge card that you used at the time of purchase (minus shipping and handling). If the product you received was damaged, defective, or if the wrong item was shipped to you, please indicate the reason for return on this form. In the event of an exchange, the new item(s) will be shipped upon receipt of the returned merchandise. If you received your item as a gift, we can only issue a refund back to the credit card from the original purchase.

**Typical turnaround time for returns/replacements is 2-4 weeks.**

### Return & Exchange Instructions

1. Fill out #3 & #4 below and enclose this form and your product in a package.
2. Address the package to  
RFA Brands/myCharge  
Attn: Customer Service  
123 West Brown St.  
Birmingham, MI 48009

We recommend using an insured and prepaid method for your return, such as UPS Ground or USPS for proof of delivery. No CODs will be accepted and myCharge cannot be responsible for lost returns.

3. Please Indicate (please check one):

REFUND       EXCHANGE

4. Reason (please check one):

Changed Mind       Arrived Later than Expected  
 Incorrect Item Received       Arrived Damaged  
 Not Satisfied       Other:

### Questions? Comments?

If you have any questions regarding this order, please visit [myCharge.com](http://myCharge.com) and file a support ticket.