

MELROSE

1400 N 30th Suite 22, PO Box 3441, Quincy, IL 62305

Customer Return and Refund Policy

Melrose International

If you are not satisfied with your order, you may file a claim within 30 days of receipt of merchandise. To file a claim, please contact our customer service team at (217) 222-2144 or complete our Online Claims Form and email the completed form to claims@melroseintl.com.

To ensure a successful return, please adhere to the following guidelines:

- All merchandise must be returned in its original packaging, free of excess tape or labels.
- Merchandise must be returned in the same condition in which it was delivered, with all original components and Melrose product labels.
- Authorized returns must be shipped within 30 days from the return approval date.
- No returned merchandise will be accepted without a return authorization from Melrose International, LLC.

Refunds or replacements will be issued upon receipt of returned merchandise.

Note that returned merchandise may be subject to a 20% restocking fee and appropriate freight charges if the return does not follow the return policy guidelines listed above.

Our mission is to provide customers with superior service, quality products, expert design and outstanding value. The success of this return process helps us to achieve a fast and satisfactory solution. It also allows us to responsibly recycle or refurbish returned merchandise as we see fit.

