



RETURN POLICY

HIDE-A-VENT returns for products purchased at retail stores:

Do not return the product(s) to the store. Return information is included in this section.

Products purchased on-line are to be returned to the on-line retailer.

Installation help and an easy step-by-step instructional video is available at HIDEAVENT.COM.

Or call our customer service team toll free at (833) 293-VENT or (833) 293-8368.

Returns for Unused Product(s):

We can process returns for unused and uninstalled product(s) and refunds only for items manufactured by M&T Solutions, LLC. within 30 days or less of the original purchase date. To set up a return for an unused and uninstalled product, simply follow these instructions.

Request an RMA (Return Merchandise Authorization) form online and follow the instructions.

The following conditions apply to receive a refund:

- Product must be returned within 30 days of purchase date and include the RMA form.
- Product must be free from damage, markings, or modifications and not have been installed.
- All original contents must be in the box (product, tape, instructions, etc).
- Product and packaging must be in original box and in new resalable condition.
- Writing or labels added to the original manufacturer packaging is strictly prohibited.

Customer responsibilities:

Customer is responsible for the cost of the shipping for the product being returned and is responsible for products that are lost or damaged by the carrier during return shipping to M&T Solutions. If there is a product that is lost or damaged by the carrier during transit, you must contact the carrier to file a claim with them.

For Approved Product(s):

We will issue a refund check for the product amount only plus any applicable tax.

For Denied Product(s):

We will notify you if the returned product does not meet the conditions to qualify for a refund. If the product does not meet the return requirements we will hold the product for 15 days and you may request a pickup through a carrier at your expense as we will not ship the product back to you. If the product is not picked up by the end of the 15-day hold period, you will lose all claims to the returned product. M&T Solutions reserves the right to dispose of any unclaimed product after the 15-day period.