



Mayne ZERO Program Return Procedure

Thank you for choosing Mayne Products! We are certainly sorry that your purchase did not work out as you had hoped. In order to make the return process as quick and seamless as possible and your credit issued promptly, please follow the steps below when completing your return.

1. Contact the company that your purchase originated with, within 30 days of receiving your item(s) to obtain a Return Authorization Number (RA#).
2. Please be sure to write the RA# provided to you clearly on all boxes being returned. This is very important, as it will allow us to easily identify the return when it arrives at our warehouse.
3. We will issue a call tag to have your item(s) picked up by UPS and let you know when the pickup attempt will be. If you are not available, please leave the box outside your door with a note "for UPS pickup".
4. All products must be returned in their original packaging (poly bag and box) and must be unused and in re-sellable condition. Please place the product in the poly bag first and then back into the cardboard box and seal well with packing tape. When returning Mayne Window Boxes, please ensure that the steel wall mount brackets provided, are placed in a separate plastic bag to avoid possible damage to the product.

Customers who return used or damaged product or poorly packaged items may be denied credit or may be subject to additional processing fees.

Thank you!