



SHIPPING POLICY

Questions/Comments - contactmiland@gmail.com

1. Shipping Locations

- Domestic Shipping: We currently ship within the United States.
- International Shipping: At this time, we do not offer international shipping. Stay tuned as we plan to expand our service areas in the future.

2. Processing Times

- Orders are processed within 1-3 business days after payment confirmation.
- Orders placed on weekends or holidays will begin processing the next business day.
- You will receive a confirmation email with tracking information once your order is shipped.

3. Shipping Methods and Costs

- We offer various shipping options at checkout, including standard and expedited delivery.
- Shipping costs are calculated based on the weight, size, and destination of your order. These costs will be displayed at checkout.

4. Delivery Times

- Standard Shipping: 5-7 Business Days. MILAND is not responsible for delays once items have shipped.
- Expedited Shipping: 2-3 business days. Delivery times are estimates and may vary due to unforeseen circumstances such as weather delays or carrier issues.

5. Tracking Your Order Once your order is shipped, you will receive a tracking number via email. You can use this number to monitor your shipment's progress directly with the carrier.

6. Shipping Damage or Missing Items

- If your order arrives damaged, please contact us within 3-5 business days of delivery. Provide photos of the damaged items and packaging for a swift resolution. Proof of damage is mandatory.
- For missing items, double-check your shipment tracking and contact us if the issue persists.
- Incorrect or Incomplete Addresses - Ensure your shipping address is accurate and complete at checkout. MILAND is not responsible for delays or additional costs due to incorrect or incomplete addresses.

8. Order Cancellations and Changes

- Orders may be modified or canceled within 24 hours of placement. After this period, orders are processed and cannot be changed.

9. Lost or Delayed Shipments

- In rare cases of lost shipments, we will work with the carrier to locate your package.

● MILAND is not responsible for delays caused by carriers or external factors, but we will assist in resolving issues to the best of our ability.

10. **Contact Us** For questions or concerns about your order, please contact us: Email: contactmiland@gmail.com.
Return/Refund Policy

11. **Eligibility for Returns We accept returns for:**

- New, unused products in their original packaging.
- Products that are defective or damaged upon arrival.
- Incorrect items received due to our error. Note: Refurbished or used products may not qualify for a return unless they are defective or damaged upon receipt. Please check product-specific details at the time of purchase. Return Window
- Returns must be initiated within 3-5 days of the delivery date. Items returned outside this timeframe will not be accepted. Conditions for Returns To be eligible for a return, the item must:
 - Be in the same condition as received.
 - Include all original parts, accessories, and documentation.
 - Be shipped back in appropriate protective packaging to avoid damage.

● **Non-Returnable Items The following items cannot be returned:**

- Clearance or final sale items.
- Custom or special-order products.
- Items damaged due to misuse or improper installation.

Return Process 1. Contact Us: Email us at contactmiland@gmail.com with your order number, details of the issue, and supporting photos (for damaged or defective items). Photos are mandatory for approval, failure to provide photographic evidence will void your return. Approval: Once your return is approved, we'll provide a return authorization number (RMA) and shipping instructions. Shipping: Customers are responsible for return shipping costs unless the item was defective or incorrect.

12. **Refunds**

- Approved returns will be refunded to your original payment method. Returns **cannot** be “rerouted” towards different accounts/cards.
- Refunds will be processed within 7-10 business days of receiving and inspecting the returned item.
- Shipping fees are non-refundable unless the return is due to our error or a defective item. Exchanges - We currently **do not offer direct exchanges**. If you need a replacement item, please initiate a return for a refund and place a new order.
- Damaged or Defective Items If your item arrives damaged or defective, please contact us immediately within **3-5 business days** of delivery. Customers must provide detailed photos of the item and packaging, and we'll work to resolve the issue promptly.
- Cancellation orders can be canceled within **24 hours** of placement. After this period, orders are processed, and cancellations may no longer be possible.

13. **MILAND HVAC Supply Co. Reserves the right to change, adjust, or modify policy terms at any time.**