



General terms and conditions of business

Returns, Refunds and Exchanges Policy

Return Policy

All returns must include the following:

Original packaging (manufacturer's box, Styrofoam, plastic bags, etc.)

Valid Return Merchandise Authorization (RMA) written on the shipping label.

Original packing slip. Do not mail or dispose of the packing slip until you have examined and tested the product to your satisfaction.

The return must be complete and include all accessories

Manufacturer documentation (manuals, warranty cards, registration information, etc.)

The RMA number must not be written on the original manufacturer's packaging or box. Please write the RMA number on the label used to return the item or the brown shipping box. Items received with any writing on the original manufacturer's packaging or box will be refused and returned to you at your cost and without credit approval.

If your returned product does not match all applicable criteria listed below, it will be rejected by our Returns Warehouse and returned to you at your expense. Consequently, your RMA will be nullified, any credit request will be denied, replacement orders will not be made, and you will be charged for all shipping to and from our Returns Warehouse that may be incurred by Happy-Mills.com. By requesting an RMA and/or shipping a return in violation of this policy, you hereby agree to accept our shipment of the product back to you and to the payment of all shipping costs to and from our Returns Warehouse. Our arrangements with our suppliers and manufacturers allow us no room to make exceptions.

To begin the return process on an item you change your mind about, you will first need to obtain an RMA number.

If you think you may have received the wrong or a potentially defective product, you can also request an RMA, return and we will refund in full if the item is determined to be incorrect (not matching the order placed online) or defective upon return inspection.

Please note that Happy-Mills.com does not cross-ship any items, even if you feel you may have ordered incorrectly or received the wrong product. For items, which we offer free shipping our standard shipping charges, will be deducted from any refund or credit.

Unless otherwise stated below, you have 30 days from the date of your order placement (regardless of when you actually took delivery of the product) to get a valid RMA from our website. Once an RMA is issued you have 10 days to return the product to us. RMAs must be valid, unexpired, and issued for the product being returned. Only one RMA is issued per return. When it expires, you may no longer return your product.

If you are ineligible for an RMA, contact the manufacturer directly or check any applicable warranty you might have for other potential return opportunities. Note that we have no control over the manufacturer or other entities related to your product, and cannot guarantee their return policies.

Except as provided for verified defective products, you will be responsible for all shipping charges for returns sent to our Returns Warehouse.

Upon our acceptance of the merchandise in like new condition and in strict conformance with the basic criteria and basic returns policy listed above, the purchase price will be credited to the purchaser for the original purchase by the website or company where the purchase was made (Happy-Mills.com, Amazon.com, eBay.com, etc...) in accordance with each website or company's specific refund policy. Please allow up to 14 days from shipment for your return to arrive at our Returns Warehouse. Note: Delivery times vary based on shipper selected. Your return will be processed within 5-7 business days (excluding Saturdays, Sundays, and holidays) after receipt of the item.

Many of the items we sell have Special Return Policies. See the appropriate policy below to see if items you purchase are affected.

The risk of loss for the product being returned shall be with you at all times during the shipment of such product to the returns center and with respect to any shipments from the returns center back to you, the original distributor or manufacturer, or any buyer through the liquidation process. Title to the product being returned will remain with you at all times and transfer from you to the original distributor, or a third party in the case of a liquidation of the return, only upon receipt of the products by such distributors or buyers.

Special Return Policies

Potentially Defective Products

All Potentially Defective Product claims should be sent directly to the manufacturer or warranty provider for evaluation and warranty support. Refer to the products' individual warranty policy for further information.

Please note that 99% of initially diagnosed "Potentially Defective Products" turn out to be configuration or compatibility issues and are not "Defective Products".

RMA Fee Schedule for Returned Items

Products returned New, Unopened in perfect condition with all packaging and item materials and manuals that can be resold as new are subject to a 15% restock fee + Shipping cost.

Products returned Used, Opened in close to perfect condition or with all packaging and item materials and manuals that can be resold as open box are subject to a 30% restock fee + shipping costs. Products returned Used, Opened in user damaged condition or without all packaging and item materials and manuals that cannot be resold as new or open box are refused and returned to customer. If a customer refuses delivery of returned item, the item is disposed of by the shipping carrier, but the customer is still charged for that item and will not be



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entitled to a refund.

Payment Policy

Accepted Methods of Payment

Credit Card (Visa, Master Card, American Express, Discover)
PayPal
Money Order
Amazon Payments

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.

happy-mills.com
Happy Mills LLC
1335 Lemon St., Apt. C
Oceanside, CA 92058

Shipping Policy

Turnaround

All orders are shipped within 24-48 hours depending on availability.

We will not be under any liability to you for any delay or failure to deliver if the same is wholly or partly caused directly or indirectly by circumstances beyond our control.

We are an internet based business and there is no public access on site, it is not possible to pick up orders from us.

We strongly suggest that, upon receipt, you inspect the goods and advise us if the goods are incorrect or in nonworking order. As a consumer, you have certain rights by law regarding the return of defective goods and claims in respect of losses caused by any negligence on our part or our failure to carry out our obligations. These terms and conditions shall not affect those rights.

Carrier

We use the following carriers to deliver our orders:

German Post (DHL)
USPS
UPS

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

Privacy Policy

This policy covers how we use your personal information. We take your privacy SERIOUSLY and will take all measures to protect your personal information.

What Information Do We Collect?

We only collect information that we need that is related to your order. This includes your:

Billing Address
Shipping Address
Email Address
Credit Card Information

In addition we also collect information on your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, help us know what web browsers people are using, and find out where our visitors are coming from so that we can improve our marketing.

How Is My Information Used?

Your information is only used to fill your order. We do not sell or redistribute your information to ANYONE.

Security and Storage

Only your order data billing, shipping, and order contents data is stored on our server. This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

Cookies and Browser Information



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Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.