

MHP International Terms and Conditions

Master Massage Equipment 30-Day Return Policy

If you are not satisfied with your Master portable table, stationary table, electric table, chair, or accessory, you can return it within 30 days after original ship date from Master for a full refund.

- For warranty related returns, MHP will coordinate the return shipment. For warranty unrelated returns, customer is responsible for shipping the product(s) back to MHP (at customer's expense).
- Customer's original shipping charges will not be reimbursed. For free shipping purchasing return, a total 15% (including shipping, restocking and handling fee) of the purchase price will be applied.
- All returns must provide proof of original purchase to obtain a Master RA-number (Return Authorization). RA-number must be referenced on the shipping label when returned (SO#).
- Products must be returned in original packaging, in like-new condition. The customer is responsible for the correct re-packing of products when returned to ensure damage does not occur during shipment.
- For returns of items used or damaged, partial refund adjusted accordingly will be applied to each circumstance.
- For returns, international customers as well as domestic customers outside of the continental U.S. are responsible for all shipping charges (inbound and outbound), as well as any applicable duties and taxes.

Warranty Duration

Warranty duration will vary depending on where the customer originally purchased their product.

- Direct from MHP International (www.mastermassage.com, phone order, or store purchase): 5 years for table structure, 5 years for vinyl upholstery, 5 years foam, 2 years for heating components, and 1 year for accessories.*
- All other merchants: 1 years for table structure, 1 years for vinyl upholstery, 1 years foam, 1 years for heating components, and 1 year for accessories.*

*Table structure is any part or component that is permanently attached to the table entity itself. An accessory is defined as any component that is detachable from the table such but not limited to as face cradles, face pillows, arm rests, bolsters, carrying case.

Master Massage Warranty Period

- Within warranty period, Master Massage products are guaranteed to be free of defects in material and workmanship to the original owner. Warranty claimer must provide proof of original purchase that clearly shows customer's name, item(s) purchase, amount paid, and date of purchase.
- For warranty related defects, replacement parts will be offered free of charge to the original purchaser.

- If defect is beyond the ability of replacements parts, customer may exchange or return the product free to charge to MHP International within the continental United States.
- If product construction has failed in a manner that causes the product to loose function, MHP International will offer a new product as replacement and cover the shipping cost within the continental United States. For discontinued products, an alternative product will be offered as replacement.
- Warranty period does not cover damage to upholstery cause by the use of harsh chemicals.
- Customers outside of the continental United States are responsible for all shipping charges as well as any applicable taxes and duties.

Refurbished or Pre-Owned Products

- Products sold as used or refurbished have been thoroughly inspected and deemed safe for intended operational use. Such products may have cosmetic blemishes and therefore does not carry any warranty.

Replacement Products Under Warranty

- Replacement products that have been granted in place of original purchase deemed defective do not carry warranty.