

Refund & Warranty Policy

Refund Policy

If you are not fully satisfied with your MBI product, you may return the UNUSED product for a full refund or exchange of the same product. This refund policy stands for 30 days after purchase date. Please contact us at 815.844.0937 or support@mbitools.com to verify return before returning the product. You then will receive a confirmation email or letter providing a confirmation ID. If product appears to have been used in any way, the refund is not applicable, but exchange may be made through warranty-please see below.

Warranty Policy

Quality is the first priority at MBI. If you believe you received a defective purchase from mbitools.com in any way, please contact us immediately at 815.844.0937 or support@mbitools.com. We hold a manufacturer's warranty for up to one year from the date of purchase.

The warranty guarantees a replacement of the product purchased if MBI examines and confirms it indeed is a manufacturer's defect. This warranty is not valid to any mbitools.com product that has been misused, abused, damaged by accident, or shows tampering after purchase. Also, this warranty is invalid to products that have been intentionally damaged or used for unintended purposes.