

# MUSST

ACCESSOIRES DE MAQUILLAGE  
MAKE-UP SUPPLY SHOP for the TRADE

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## RETURNS

MUSST only offers merchandise of the finest quality. We want you to be 100% satisfied with your purchases and we want to ensure that you have a positive shopping experience. If you are not completely satisfied with your purchase, we will gladly accept your return within 10 days of receipt of the merchandise (see return procedures). At your request, we will:

1. Replace or exchange the merchandise (you are responsible for the shipping costs both ways), or
2. Credit the purchase price to your credit card account (or issue a refund check only if your payment was by a method other than credit card). Please note: We can only refund shipping costs if the return is a result of our error.

We want to make your shopping experience as easy and safe as possible. Please contact us with any additional questions or concerns you may have.

## RETURN PROCEDURES

MUSST will accept the return of standard catalogue items within 10 days for a full credit.

- a) A Return Authorization (RA) Number must be obtained by contacting MUSST for ALL returns and/or refusal of delivery.
- b) RA number must be clearly displayed on each package that is being returned.
- c) All goods must be in the original packaging and must be in condition for restocking.
- d) Shipping charges will not be reimbursed. Returns should be insured as MUSST will not be responsible for loss or damage in transit.

## DAMAGES

All shipments must be checked for damages before acceptance from the carrier. MUSST is not responsible for damages incurred during shipping. Other damage claims must be made within 10 days and an RA number must be obtained from MUSST. If you receive a box that looks visibly damaged, do not sign for it. Examine the contents to see if any items are damaged. If you sign a UPS, Fed Ex or Truck receipt without noting damage or missing cartons, no claim will be issued to you. Please contact us. There is no doubt that shipments get lost or damaged, but we can not help you if you sign for the shipment without noting damage.

## SHORTAGES

All shortages must be reported within 10 days.

MUSST reserves the right to inspect all returns before issuing a credit.

Special ordered merchandise cannot be returned.

Goods cannot be returned after 10 days.

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## **MERCHANDISE STOCK AND BACKORDERS**

MUSST strives to always have all standard items in stock. Occasionally, items do go out of stock. Backorders will be shipped as soon as they become available. And you will only be charged once the items are shipped.

## **PRICE**

Prices are in Canadian dollars.

All prices are subject to change without notice.

## **DISCOUNTS**

Please be advised that all our prices are discounted. If you are placing a very large order please contact us and we will determine if a discount is eligible. If you are a school or student, again please contact us and we will let you know what kind of documents we will need to determine if a discount is eligible.

## **SHIPPING & HANDLING**

MUSST uses Canada Post for its standard shipments within Canada.

Shipping rates vary depending on the service you choose, the number of items shipped, and the delivery destination.

Please note that you must anticipate 24 to 48 hours of processing time in addition to the shipping time for all products that are in stock.

All orders will be charged a \$2.00 handling fee which will be included to your shipping charges.

Note on international orders: international customers will be responsible for any taxes and import duties.

International shipment costs are based on distance and weight. When making inquiries, please include a complete address with your complete order. All international orders will be sent notification, via email, on shipping costs before order is processed.

## **PAYMENT OPTIONS**

We accept PayPal. For other types of payment please contact us at [info@themusstshop.com](mailto:info@themusstshop.com).