

Returns, refunds, exchanges

Our policy lasts 45 days. If 45 days have gone by since your purchase, unfortunately we can't offer a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition and original packaging that you received it.

Several types of goods are exempt from being returned, exchanged or credited.

- Gift cards
- Downloadable products
- Clearance, bulk quantity discount or wholesale purchases
- Opened items unless specifically indicated as eligible

To complete a return, we require a copy of your proof of purchase and a Return Merchandise Authorization (RMA) number must be obtained from service@bodybuildingsupplements.com

There are certain situations where only a partial or no refund will be granted (if applicable)

- Products with obvious signs of use
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 45 days after delivery or without an RMA or Proof of Purchase

Refund or Exchange (if applicable)

Once your return is received and inspected, we will notify you of the approval or rejection of your refund or exchange. If you are approved, then your refund or exchange will be processed. Exchange items ship immediately to you, or if applicable a store credit will automatically be issued for your use at bodybuildingsupplements.com. If a refund is applicable, it will be issued by us to your account credit card or original method of payment, within 7 days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted by them. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at service@bodybuildingsupplements.com.

Sale, Quantity Discounted or Closeout items (if applicable)

Only regular priced items may be refunded. Bulk quantity discount and closeout items cannot be refunded or exchanged.

Replacements (if applicable)

We only replace items if they are defective or damaged. If you need an exchange for a different item, send us an email at service@bodybuildingsupplements.com with your request.

Gifts

If the item was marked as a gift or Gift Card when purchased and delivered directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be emailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

Shipping

To return a product, you should mail it to: MUSCLE MASS INC., Box 80602 Olympic Drive, Athens GA 30608

Be certain to include your RMA number on the outside of the package for proper routing by our shipping dept.

You will be responsible for paying for your own shipping costs for returning your item. Original shipping costs are non-refundable. If you receive a refund, the cost of any original or return shipping provided will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We can not guarantee that we will receive your returned item.