

The Mouse Pad

Refund Policy

The Mouse Pad wants our customers to be happy with all of our products and services. Should a customer be displeased with their product or service, The Mouse Pad will make every effort to rectify that concern or displeasure as soon as possible. Refunds can be monetary or accounts can be recharged in an equivalent dollar amount.

All requests must originate from the payee or credit card holder. The amount of the refund will be prorated based on the time used from the time purchased (or from the original dollar amount of the merchandise). Refunds of 100% of the purchase price can be given for unused items. Discounts at the time of purchase will affect the refund amount.

Any special offers or products/services obtained from our third-party relationships that cannot be refunded are still eligible for refunded minutes.

Monetary refunds must be approved by the management and cannot be given at the register.

So that we can improve all Mouse Pad products and services, please fill out the Refund Request form.

Refund Request

Name: _____

Address: _____

Account Id: _____

Service/Merchandise with problem: _____

Description of problem: _____

Type of refund requested:

- Monetary
- Additional time/minutes

Amount of purchase that was used (%): _____

Dollar value due: _____

Type & Amount of refund given (filled in by staff):
