



RETURNS MADE EASY

If you are not fully satisfied with your purchase you can return your item to us within 14 days. Follow the steps shown below to start your return. Our Customer Support team will request some details, provide a RMA number for us to identify your return and will send you a printable free shipping label.



Request a return on our Contact Us page on our website



We will email you a returns form to complete, an RMA number and a free shipping label



Pack your returned item with the completed form and attach the free shipping label



Send your item back to us using one of the methods below

WHERE TO RETURN

Most items can be returned to us by Royal Mail at no cost to you. If however, you are sending from outside the United Kingdom, or have a high value return or a power bank to send back, then we will provide a DPD shipping label to you. Please follow the below instructions for the advised returns method.



POST BOX

If your item fits, you can drop off at a post box. Ensure the free postage label is securely attached. Please note for high value items we recommend taking to a post office.



POST OFFICE

Ensure the item is well packaged and the free postage label is securely attached. We advise requesting a receipt for proof of sending.



DPD SERVICE POINT

You can drop your item off to one of the many DPD Service Points located in high streets and retail outlets across the UK. Simply keep hold of your tracking details shown on the DPD shipping label.

Once we receive your item back, we will contact you to confirm the repair, replacement or refund. If you need further help or have any questions about your returns please email our Customer Support team.

support@mixx-io.com