

GENERAL RETURN GUIDELINES

Exchange Period:	Products must be returned within 30 days of the delivery date.
Original Packaging:	Items must be in their original, unopened packaging. Exchanges will not be accepted for items that have been opened, used, or damaged.
Exchange Authorization:	Contact MIRA Safety customer support to obtain a Return Merchandise Authorization (RMA) number before shipping your exchange. This can be done over the phone or via the Exchanges Portal .
Restocking Fee:	A restocking fee may apply to items returned.



GAS MASKS

Exchange Eligibility:	Gas masks may be exchanged for sizing issues once within 30 days of the purchase date. Please note that gas masks are final sale items and cannot be returned for a refund.
Quality Control Process:	Any gas mask that is returned for exchange will undergo a rigorous inspection process to check for tampering, damage, and defects, regardless of the condition of the external packaging. Masks found to be tampered with or defective will not be accepted for exchange. Please note this only applies under special circumstances.
SPECIAL INSTRUCTIONS FOR PURCHASING MULTIPLE MASKS:	
Negative Pressure Test:	If you purchase multiple gas masks in different sizes, only perform a negative pressure test on one mask for each size to check for fit. Do not open all masks. This ensures that the remaining masks stay eligible for exchange if needed.
CM-3M Mask Fit:	If you are testing a CM-3M mask, simply ensure that it fits over the head. There's no need to open additional masks once you confirm the fit with one.



FILTERS

Exchange Eligibility:

Filters are final sale items and cannot be returned for a refund.



KITS

Exchange Eligibility:

Kits are governed by the return and exchange policies of the individual items included, such as masks, filters, and accessories. Each of these components has its own specific guidelines for returns and exchanges.

Incomplete Kits:

If any components of the kit have been opened or are missing, the exchange will not be accepted unless the issue is related to a product defect.



ACCESSORIES

Exchange Eligibility:

Accessories can be exchanged if they are in their original, unopened packaging.

Damaged Accessories:

If accessories are found to be damaged due to mishandling during shipping, they must be reported to customer service immediately for further instructions.



BODY ARMOR

Exchange Eligibility:

Body armor is final sale items and cannot be returned for a refund.

Strict Inspection:

Returned body armor will undergo a strict inspection to check for any signs of tampering or defectiveness. If the armor has been tampered with, it will not be accepted for exchange.