

## McKenzie Mist Water Company

### Contact Us

Tel 541-747-8072  
customerservice@mckenziemist.com  
routemanager@mckenziemist.com  
www.mckenziemist.com



## BOTTLE DEPOSIT RETURN AND REFUND POLICY



### PLEASE READ CAREFULLY

- Bottle deposits will be invoiced and payments recorded in the McKenzie Mist accounting system.
- It is highly recommended that you keep your invoices that show you paid deposits.
- Please be able to provide original receipt and/or proof of deposit payment in order to receive a refund.
- If the customer is not able to provide their copies of receipts, the Customer agrees to accept the accounting records maintained by McKenzie Mist and abide by our figures.
- Refunds will equal the original amount paid per each bottle deposit.
- Refunds will be made only to the person who originally paid the deposit(s). Deposits are non-transferable and will only be refunded to the person or company that originally paid the deposit.
- It is possible to have bottles in your possession that were never charged a deposit, therefore; research by staff is required to determine the accurate amount of deposit funds applicable. This process may take up to 15 minutes to complete.
- If staff is unable to process a refund immediately a check will be mailed to the customer within 3 business days. Please provide a phone number and current mailing address if we need to mail you a check.
- One bottle can be refunded via cash; more than one is refunded by check or via credit card.
- Bottles must be clean and re-useable to be considered for refund (interior and exterior).
- Bottle must be returned within 30 days of last water purchase to be considered eligible for refund.

**McKenzie Mist reserves the right to refuse refunds for any bottles deemed by us to be unusable.  
If they are unusable, they are not refundable.**