

MCH GetThere Guarantee

Mail with Confidence!

- Return any mail pieces with MCH-compiled institutional addresses that have been returned by the post office due to an invalid address to MCH.
- If returned within 90 days from your invoice date, then a refund of 50¢ per piece will be provided.
- Contact your MCH Representative at 800-776-6373 for instructions on mailing your pieces back.
- Qualifying data is identified on your quote.
- Return the mail to us and we'll process it accordingly.

Frequently Asked Questions

Do I have to return the entire mail piece?

No. With the GetThere Guarantee, you only return the portion that has the address on it. If it was mailed in an envelope, just return the envelope. If the address is printed directly on promotional piece, then tear off the page where the address appears and return. Please do not put multiple addresses on a single sheet of paper, because it prevents us from being able to sort properly.

How can I identify which pieces are MCH-compiled?

Our quotes identify data that is MCH-compiled. MCH also offers a keycode service, which can be printed on the mailing label or on the mail piece. This can help you to quickly identify and analyze your data. Ask your MCH representative about this service.

Can I still send back changes after 90 days?

Yes, you will still receive credit for those addresses that need to be deleted or changed in our database, but you will not receive credit for addresses we've already updated.

What restrictions apply to the guarantee?

The guarantee applies only to first time use of a list. It does not apply to reuse or multiple uses of lists. We do not refund for U.S. Postal Service errors, nor for the use of endorsement lines, which cause the return of otherwise deliverable mail. In no event will MCH's liability exceed the cost of the data.

How will I receive my credit?

A statement will be sent to you identifying the amount of credit you will receive toward your account.

Learn More

Contact your MCH representative to learn more about the GetThere Guarantee.

GetThere
GUARANTEE
MCH STRATEGIC DATA