

## **Return Policies:**

- Customer must notify us of a return within 2 days of receiving your order.
- All non-defective items will be charged a 15% restocking fee.
- All returned merchandise must be in unmarked original packaging including accessories and documentation.
- Refunds will be issued to your original method of payment.
- If items in your order are missing, we can ship out the missing item using the original shipping method or issue a refund based on the missing product and shipping value.
- You as a buyer are responsible for all costs related to shipping back your items and that the item arrives to us without damage. Shipping charges will not be compensated for. Packages being returned should be insured by you for your protection.
- After 2 days of receiving your order, no refunds can be processed.

## **Warranty Policy:**

- The warranty begins the day you receive your order and continues for a single 6 month period. After the 6 month period, items are no longer under warranty.
- If items are defective we must be notified within 2 days of receiving the item of which it falls under the Damaged / Defective Product Upon Arrival Policy
- Under the warranty we are limited to correcting or replacing, at our discretion, any hardware or parts that shall be returned to us.
- After item is shipped back, we will correct the issue and ship back the product within several business days. **DO NOT DISASSEMBLE THE DEFECTIVE ITEM YOURSELF; DOING SO WILL VOID THE WARRANTY.**
- Warranty does not cover customer negligence, misuse, improper installation or accident, or have been altered by someone other than NPI and it's partners just on product defects only.
- If items in your order are missing, we can ship out the missing item using the original shipping method or issue a refund based on the missing product and shipping value.
- All shipping expenses are buyers responsibility no exceptions for warranty repairs.

## **Damaged / Defective Product Upon Arrival Policy**

- If the item is defective / damaged upon arrival, we must be notified within **2** days of receiving the defective / damaged item.
- Take pictures if possible and email pictures of the damage to us.
- If the item is defective upon arrival we have to determine who's at fault. If the carrier is at fault, we file a claim with the carrier. Customer holds the item until carrier finishes inspection on the claim. **DO NOT TRY TO FIX THE DEFECTIVE ITEM BEFORE SHIPPING IT BACK**
- If the item is defective upon arrival determined not to be the carriers fault, we can send you a replacement or refer to the Return Policy for a refund.