

No-Mar Tire Changer Return Policy Form

First if you have a need to consider a refund or a return, you likely ordered a product from us which means we owe you a "Thank You". Sometimes hiccups happen along the way and we want you to know a few things about our POLICY.

If you are in need of a return you must sign and date this form below in order for us to process your refund/return. The RMA number that is given for the return of an item is the second part of acceptance for our return/refund policy.

Please read our Policy in full:

Returns

- All returns are subject to a **non-negotiable 20% restocking fee**.
- Original shipping charges to the purchasers address are not refundable, under any circumstances.
- The purchaser agrees to pay all charges for the return shipping, and original shipping charges will not be refunded.
- If you are returning an item that was purchased with Free Shipping, the original shipping charges No-Mar incurred will be deducted from your refund amount, if a refund is given.
- All returns must be initiated no later than 30 days from the original date of sale.
- All returns must be accompanied by a valid Return Authorization Number (RMA) issued by No-Mar.
- All returns must be received by No-Mar no later than 30 days from the original delivery date, or 10 days after an RMA is issued.
- Only items that are in '**new**' condition, are eligible for a refund. All others may be eligible for No-Mar credit, or replacement at the sole discretion of No-Mar.
- All return, refund, exchange, and credit decisions are solely at the discretion of No-Mar Enterprises LLC, including the amount of refund or credit, if issued.
- If any item is worn, assembled or used it does not qualify as 'new' condition.
- If any refund is to be issued, it will not be until after the returned items have been fully inventoried and inspected, which can take 7-10 business days.
- You must CALL OUR OFFICE for an RMA number BEFORE sending back any item for refund or replacement. We are not obligated to do anything with a product that shows up at our facility without an RMA number. 636-326-5999
- Returned items without an RMA number will not be refunded or credited. Contact us here for returns or questions.
- All parts, bolt packages, instructions, and original packaging material and boxes must be included in the return. Failure to include any of these items will result in additional fees, and charges.

Customers Name: _____ Date: _____

Customers Signature: _____

Here are various ways to return this signed form to us...

Email signed Return form to: Sue@nomartirechanger.com

Fax: 636-326-5533

Mail: it to No-Mar Tire Changers 1160 RecoAve, Crestwood, MO 63126

