

NRD's Return Policy

In rare cases, you may have the need to return an item to NRD. Below, are the policies and procedures that allow us to quickly and efficiently process your return.

The general policies and procedures below apply to all returns.

In order to return a product you must be granted a Return Authorization number (RA). To receive a RA, submit your information to our Customer Service Department, via our [web form](#). It is important that you include the detailed reason that you are requesting a return. Once your return is authorized, NRD will email you the RA and instructions. It is important that you follow the instructions for returns or your return may not be processed. RA numbers cannot be extended or reissued.

NOTE: NRD will be unable to issue credit for returns without prior authorization, so please insure that you follow the procedure that is outlined below.

1. To receive full credit (less shipping and a 15% restocking charge) your returned item must reach us within 15 days from the invoice date. Items received up to 30 days from the invoice date will only be eligible for partial credit. Items received after 30 days from the invoice date will not be refunded.
2. Replacements and refunds are at the sole discretion of NRD.
3. The RA number must be clearly visible on all packages being returned. A copy of the original packing slip must be included with the return. If there are multiple packages, a separate copy of the packing slip must be included with all packages being returned.

All items will be inspected and tested by NRD upon receipt. In order to process your return for credit, the items will be inspected for the following:

- All items must be returned in the original condition and packaging. Specifically: packing materials, parts and accessories, promotional items, manuals and all other documentation provided.
- Merchandise must be returned with any or all standard certification labels intact and legible (UPC code, barcode, labels, etc).
- The serial number on returned product must match serial number on record with NRD, if applicable.
- Product(s) must be returned to NRD in their original packaging within an external shipping container to eliminate possibility of shipping damage during return transport.
- Products with cracked components or damage to any circuit boards will not be accepted for credit.

You are responsible for shipping and proof of delivery on all returns. If you cannot provide proof of delivery for your return, you will not receive credit for that return. Please note that the original shipping charges will not be reimbursed.

Damaged During Shipment – Occasionally an item will be damaged during shipment. If you notice any damage to the box or item, do not open the package and immediately call UPS to notify them that you are refusing the delivery and requesting a pick-up. It is important that you do not accept or sign for a damaged package. Contact NRD Customer Service immediately at 1-716-773-7634. We will send you a replacement item upon receipt of the original item at our facility.