



Returns

- 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 returns are subject to a **non-negotiable 20% restocking fee**.
- 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.
- Returned items without an RMA number will not be refunded or credited. Call us regarding returns or questions related to returns.
- The purchaser agrees to pay all charges for the return shipping, and original shipping charges will not be refunded.
- 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.
- Original shipping charges to the purchaser's address are not refundable under any circumstances.
- 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.

Limited Warranty

- The length of any warranty on our products varies, please see the specific product page for warranty period.
- Surface finish is not warranted as the products we sell are considered tools, and contact points will produce normal wear. Colors and patterns in finish may vary.
- We are not responsible for, and will not warranty parts showing apparent misuse, alteration, or abuse.

- Warranties on structural steel parts vary depending on the model and purchase date.
- Warranties apply to original purchasers of record and are not transferable. Product is automatically registered to buyer(s) at time of purchase when purchased factory-direct.
- No-Mar has the right to request proof of purchase for warranty claims, or refuse said replacement. Proof must be in the form of a copy of original invoice/sales receipt and date of purchase in the owner's name.
- Warranty claims are on products and parts only. Shipping to and from No-Mar is the responsibility of the purchaser.
- Consumable/wear items such as tips and other UHMW, plastic, and nylon parts are NOT covered under warranty and are considered normal wear and tear. Verifiable purchases of our products prior to January 1, 2016 will still qualify for warranty replacement of consumable parts if no prior warranty exchanges for such parts have been previously processed. Valid warranty exchanges must be returned with the appropriate return shipping and handling fee.
- The rubber coating on YellowThing® and XtraHand® Clamp tools are covered for the lifetime of the original tool provided there are no signs of misuse, abuse, or alteration. See the details of our Warranty Exchange Program below.
- Any products or parts replaced under warranty carry a 90 day warranty from the date of shipment.