

## 30 Day Return Policy

### Returns

If are you not 100% satisfied with your purchase, you can return your order to us at your expense within 30 days of the ship date. If 30 days have gone by since your ship date, unfortunately we can't offer you a refund. Refunds on returned items will be issued in the same payment form that you used to purchase the items. Please allow up to 2 weeks for credit to appear on your credit card statement.

### Conditions for returning items:

All of the below conditions must be met. If they are not, we reserve the right to refuse the return or to charge a restocking fee not less than 35%. Restocking fees also apply for special order products. All returned or exchanged items must:

- Be in new condition,
- Still be in their original unopened box,
- Include all packing material, manuals, and accessories.
- Not be a sale item. Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

### 7 Day Claim Policy for Damaged/Incorrect Shipments

#### Damaged/Incorrect Shipments

If we've made a mistake in shipping, or if the product arrived damaged from shipping, you have 7 days to make a claim. If 7 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

We will replace or issue a refund for any damaged or incorrect items as well as any shipping costs if we made a mistake when shipping your order (for example a wrong item or a shortage) or it was damaged in shipment, if your situation meets with all the conditions noted below. Refunds on returned items will be issued in the same payment form that you used to purchase the items. Please allow up to 2 weeks for credit to appear on your credit card statement.

### **Conditions for refunds or exchanges for Damaged/Incorrect Shipments:**

All of the below conditions must be met. If they are not, we reserve the right to refuse the claim. All Damaged/Incorrect Shipments items must:

- Be noted when signing for the delivery,
- Still be in their original box,
- Include all packing material, manuals and accessories.

### **Policy for Defective Items**

#### **Defective Items**

We are proud of our quality record, but sometimes, and very rarely, things don't work out. If you find the products are not working, you can request an RMA.

We will replace or issue a refund for any defective items shipped, if your situation meets with all the conditions noted below. Refunds on defective items will be issued in the same payment form that you used to purchase the items. Please allow up to 2 weeks for credit to appear on your credit card statement.

### **Conditions for refunds or exchanges for Defective Items:**

All of the below conditions must be met. If they are not, we reserve the right to refuse the claim. All defective items must:

- Be in their original box,
- Must include all packing material, manuals and accessories.
- For our complete Warranty Policy, please see here (<https://www.noribachi.com/warranties.html>).

### **How to Make a Claim:**

- Request an RMA by filling in our RMA form ([https://www.noribachi.com/resources/docs/terms/RMA\\_v2.pdf](https://www.noribachi.com/resources/docs/terms/RMA_v2.pdf)) and sending it to [rma@noribachi.com](mailto:rma@noribachi.com). RMA numbers are valid for 10 days.

- You will receive an RMA number from us within one week.

- Label your boxes clearly with the RMA number. Example: RMA #12345

- Ship the item(s) back to us at:

Noribachi

1515 240th Street

Harbor City, CA 90710

The RMA number must be clearly written on the outer box.

- Items returned without a valid RMA number will be refused and will be sent back to you.

- We highly recommend you ship via insured ground service with tracking information. We are not responsible for lost or damaged packages.

- You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

- Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

- If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

- You should expect to receive the refund within 2 weeks.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [orders@noribachi.com](mailto:orders@noribachi.com).

### **International Shipping**

We do not ship international.

When ordering from us, customer is responsible for customs, duties and taxes. The recipient is the importer of record and must comply with all laws and regulations of the destination country. Orders shipped outside of the United States may be subject to import taxes, customs duties and fees levied by the destination country. The recipient of an international shipment may be subject to such import taxes, customs duties and fees, which are levied once a shipment reaches the recipient's country. Additional charges for customs clearance must be borne by the recipient; we have no control over these charges and can't predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for more information. When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.