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## PRODUCT RETURNS

**nCamp has a 30-Day full no hassle returns policy, subject to the following:**

- Return requests must be submitted to [info@ncampgear.com](mailto:info@ncampgear.com) within 30 days of the date of the original purchase.
- Returns after 30 days incur a 25% restocking charge, and are subject to approval.
- Products may only be returned once the customer receives written authorization from nCamp. If the return is authorized by nCamp a return shipping label will be issued to the customer.
- Products returned must have the return shipping label on the outside of the box and reach nCamp within 30 days from the date the label is issued.
- Only product that is current, non-obsolete, not specially manufactured, unused and in their original condition and original packaging will be considered for return.
- Refused shipments sent back to nCamp incur a 25% restocking charge.
- Upon receipt and inspection of the product, if the product is accepted for a return, a credit will be issued for the value on the original invoice, less 15% restocking fee.
- Care must be taken to package all returns to ensure that they are not damaged in shipment. nCamp will not credit items returned that have not been properly packed and as a result have sustained damage in shipment back to our facility.