

NAILM Return Policy

Return Policy:

If you are dissatisfied with your purchase, we will gladly accept returns within 30 calendar days of delivery following the guidelines provided below. Merchandise received damaged must be reported to NAILM within 3 calendar days. Please note that if you are returning the merchandise in exchange for another product please contact us regarding availability. A full refund/credit less any shipping charges will be issued upon satisfactory return as indicated below:

Return Authorization:

Contact NAILM offices to obtain a return authorization number by telephone to 859.624-0177 or written request by fax to 859.624-3580 or e-mail to bwithers@nlmnet.org. Please state the item to be returned, the reason for your return, and your invoice number and a fax number/email address where the return authorization can be sent. A return authorization and the ship-to address will be provided within 3 business days. Items returned to NAILM without obtaining a return authorization will be refused.

Return Shipping:

It is recommended that your return be shipped via ups or other responsible carrier and fully insured for the price of the merchandise. NAILM will not be responsible for return shipments lost in transit or damaged due to improper packaging. Please keep a copy of the shipping receipt and/or tracking number for your protection and follow-up with the carrier you selected.

Limitations to Returns:

- Any personalized or special order merchandise does not qualify for refund but may be exchanged due to default or defect.
- Educational materials purchased for a specific individual may qualify for transfer to another individual based upon utilization.
- Data base purchases are not eligible for refunds once material has been shipped from NAILM offices.