

Neutralizer®AC Limited Warranty

Every Neutralizer®AC ionizing blow-off gun is warranted by NRD, LLC (NRD) to be free of defects in materials and workmanship for a period of 12 months from the date of original purchase. At its option, NRD will repair or replace the product, or part thereof, found upon inspection by NRD to be defective, provided the defective product is returned to NRD in accordance with our published Return Policy. The warranty duration on any repaired or replaced product will be that portion of the Warranty Period remaining on your original product.

NRD does not warrant, and shall not be responsible for damage to the end-user's product or manufacturing equipment regardless of the cause of the loss.

Prior to return of any product or part, a Return Authorization (RA) number must be obtained from NRD. Each returned part or product must include a written statement detailing the nature of the problem, as well as the owner's name, address, phone number and e-mail address.

This warranty is not valid in cases where the product has not been used in accordance with the instructions, has been abused or mishandled, where unauthorized repairs have been attempted or performed.

EXCEPT AS EXPRESSLY STATED ABOVE, SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, WHETHER OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR USE OR OTHERWISE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. IN NO EVENT SHALL SELLER BE LIABLE TO BUYER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. IN NO EVENT SHALL SELLER'S LIABILITY UNDER ANY CLAIM MADE BY BUYER EXCEED THE PURCHASE PRICE OF THE PRODUCTS IN RESPECT OF WHICH DAMAGES ARE CLAIMED.

This warranty gives you specific rights. You may have other rights, which vary from state to state. NRD reserves the right to change product specifications or to discontinue production without prior notice. This warranty supersedes all previous Neutralizer®AC warranties.

ANY RETURN MADE IN THE U.S.A. UNDER THIS LIMITED WARRANTY MUST FOLLOW OUR PUBLISHED RETURN POLICY PROCEDURES AND BE RETURNED TO:

**NRD LLC
Attn: NeutralizerAC
2937 Alt Blvd
Grand Island, New York 14072**

The name "NRD" as well as the Neutralizer®AC and NRD logos are trademarks registered with the U.S. Patent Office.

Neutralizer®AC 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 an 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, if applicable, 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.