

NWN Return Policy

NWN values our relationship with our customers and offers a return policy for equipment purchased directly from NWN.

Equipment

NWN is not a manufacturer of any equipment and therefore is subject to the returns policies of the various manufacturers we represent. As such, the NWN returns policy is a pass through of the manufacturer's policy.

Customers requesting to return equipment purchased from NWN should notify their sales representative immediately. Returns/exchanges must be like new, with all original packaging, accessories, and manuals. NWN will request an RMA from the manufacturer. If the manufacturer issues an RMA to NWN we will issue an RMA to the customer along with instructions on how to return the item. Upon receipt of a credit memo or refund from the manufacturer, NWN will issue a credit memo to the customer for the purchase of the item less any restocking fees charged by the manufacturer.