

NO-BS Billiards Supply Return Policy

PLEASE ENSURE YOUR PURCHASE BEFORE PLACING ORDER.

If there is a problem with your order, please contact us immediately at 706-361-4301 or michael@rackngrill.com or through our Contact Form so we can promptly resolve it for you.

90 DAY, 100% MONEY BACK GUARANTEE

At NO-BS Billiard Supply our number one priority is our customer's satisfaction. To ensure our customer's satisfaction, NO-BS Billiard Supply offers a 100% money-back return policy for 90 days (3 months) from the date of purchase. When you purchase products from NO-BS Billiard Supply you can be confident that you will be happy with your shopping experience with us. If for any reason you are dissatisfied with your purchase from NO-BS Billiard Supply you may return the item(s) in NEW, UNUSED, AND ORIGINAL CONDITION for a full 90 days. We will credit you with the form of payment you submitted to us or with a NO-BS Billiard Supply Gift Credit towards your next purchase. For your protection, please be sure to send back the item in the original shipping container and ensure that all products are included and in its proper state in case it gets damaged during the return process. Original shipping charges are non-refundable. If the order was shipped under the terms of our FREE SHIPPING OVER \$100.00 policy, the actual shipping charges that NO-BS Billiard Supply incurred will be subtracted from the refunded amount. (Please Thank you for your purchase. Please contact us with any questions. be aware that this is free shipping with "purchases" over \$100.00. If you return your purchase, it is no longer a purchase and therefore the original shipping charges will be accessed.) Shipping and insurance charges for the return of the item(s) are the responsibility of the customers. Please note that if a refund is requested it takes 7-10 business days to process from the time we receive your item(s). This gives our return department and quality control the time they need to personally handle each return. Special order items are non-refundable; however, exchanges for the same title is allowed in case the item(s) may be defective or damaged in transit. Affirm Financed Purchases are excluded from our 90 Day Return Policy - Due To Affirm's Policy, items in new condition must be returned for a refund within the 90-day refund terms as stated by the Affirm financing policy. Please see below for exclusions of Affirm financed purchases to our 30-day return policy.

30 DAY 100% MONEY BACK GUARANTEE ON CUES & SHAFTS (EXCLUSIONS APPLY)

NO-BS Billiard Supply offers you a 100% money-back guarantee for any cue or shaft purchased. If the order was shipped under the terms of our FREE SHIPPING OVER \$100.00 policy, the actual shipping charges that NO-BS Billiard Supply incurred will be subtracted from the refunded amount. If for any reason you are dissatisfied with your cue or shaft purchase, you may return your cue or shaft to us for a full refund for a full 30 days from the date of purchase. For your protection please be sure to send back the item in the original shipping container and insure the product for the full value in case of damage during the return process. Original shipping charges (if applicable) are non-refundable. Shipping and insurance charges for the return of the item(s) are the responsibility of the customers. NO-BS Billiard Supply, at our own judgment, reserves the right to void the 30 Day money-back guarantee on cues and shafts if there is evidence of abuse or mishandling of cue shafts or butts, including but not limited to excessive wear, tear, nicks, dinks. If NO-BS Billiard Supply determines a pattern of abuse of this policy by an individual we reserve the right to void this

policy and or refuse future sales to the individual or to any individuals use to the shipping address provided. Discontinued items are non-returnable or refundable unless listed under maker warranty, which then you would deal directly with your manufacturer's warranty.

LIMITED EDITION, SPECIAL EDITION ITEMS ARE NOT RETURNABLE.

Due to the limited quantity available to NO-BS Billiard Supply and our inability to replace it with new items, limited, and special edition cues and products, those items are non-refundable and excluded from our 30-day return policy. Affirm Financed Purchases are subject to a 15% Restocking Fee. Returns made under our 30-day return policy that was financed by Affirm are all subject to a 15% restocking fee. For further information on our 30-day return policy, please contact us at michael@rackngrill.com or 706-361-4301.

INTERNATIONAL RETURNS

The customer is responsible for any additional duty, taxes, brokerage fees, and insurance fees that may be assessed for returned items shipped internationally. Shipping charges are the responsibility of the customer for the warranty.

Please contact us with any questions. replacements. The customer is also responsible for any duty, tax or brokerage fees, and insurance for replacements. Closeouts, custom orders, or demo items are not returnable either domestically or internationally.

DAMAGED GOODS

If a package arrives damaged, note the damage and call us immediately. If the driver is still present, ask that the damage be noted. This will expedite shipping claims. Do not discard products or packaging. The carrier may wish to inspect the package before paying a claim. If the package is damaged but the merchandise looks unaffected, note the damage on all delivery receipts before signing. If the package is damaged to an extent the merchandise may be damaged, refuse delivery, and call us at 706-361-4301. Once the package has been opened prior to contacting us, you are waiving your rights to our return policy. If you find an item damaged after delivery, retain the shipping carton and all packing material and notify the carrier and NO-BS Billiard Supply immediately. NO-BS Billiard Supply ships all cues and shafts accordingly to the manufacturers shipping containers/supplies that we have rarely had shipping issues with to ensure your new cue or shafts safety. NO-BS Billiards Supply is not responsible for any delay caused by the shipping company. We will help replace products in a timely manner to satisfy our customers.

SHORTAGE

Please inspect your shipment carefully upon arrival. Unpack your order, inventory of all items ordered, and report any shortage immediately. If it is a small part or item you are missing, please look carefully throughout the package and packaging material as small items can get lost underneath packaging flap, or even displaced from the package all together during the shipping process. Customers have 5 days from delivery to report any discrepancies.

CONTACT michael@rackngrill.com or call us at 706-361-4301