

RETURN POLICY

Last updated November 07, 2022

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

Returns

National Transportation Partners LLC maintains a **14-day return** policy for any product, from the date of **purchase on invoice**.

Product(s) returns must be in good, working condition, able to be resold. All packaging must be intact, with all labeling and tamper-proof decals still on the product.

Please note, a 20% restocking fee applies for all returned ELD and tablet devices.

\$20 Driver Subscription fee is non-refundable. In event device was not used during particular month, and driver was not "De-Activated" in the program, a \$10 charge will still apply.

Return Process

To return an item, please email customer service at orders@safetypartners.org to obtain further instructions and if your item will be returned or can be exchanged. After getting a confirmation, place the item securely in its original packaging and proof of purchase, then mail your return to the following address:

National Transportation Partners LLC
Attn: Returns
1290 Mark St.
Bensenville, IL 60106
United States

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

Refunds

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least (4) days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed. If we have any questions we will email you back as well or if your phone number is on file we will attempt to call you.

Exceptions

For defective or damaged products, please contact us and we will see if we can still issue a refund or exchange.

WARRANTY EXCHANGE POLICY

All tablet devices covered by 30-day manufacturer warranty from **date of purchase on invoice**. All ELD devices are covered by 6-month warranty from **date of purchase on invoice**, covering: Manufacture defects, and malfunction(s) resulting from device failure during intended use.

Warranty does not cover: Disassembled devices, missing warranty control decals, physical damage, water damage, theft or loss, vehicle accidents, or acts of god. Items exchanged will be inspected, and if found to not be covered by warranty, credit applied towards any exchange will be refused, and additional payment may be required. National Transportation Partners LLC reserves the right to refuse any returns if Warrant Coverage Terms and Conditions are not met.

Questions

If you have any questions concerning our return policy or warranty exchange policy, please contact us at:

(630)-422-7497

Orders@safetypartners.org