

Nomadic Innovations Return Policies

1. Return Window

At Nomadic Innovations ("Nomadic"), we go above and beyond to ensure that every unit is shipped in perfect condition and document each shipment before it leaves our warehouse.

If a package is signed for and damage is discovered later, refund/exchange is no longer possible. Signing for receipt of package confirms with the third-party shipping company that the item was delivered undamaged and in perfect condition. Signing for delivery removes our/your ability to process a return based on shipping damage.

We recommend inspecting your order as soon as it arrives to ensure you are fully satisfied and to address any potential issues promptly.

You have 30 days from delivery date to start a return unrelated to damage caused during delivery. No returns or exchanges after 30 days will be processed.

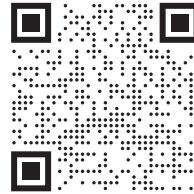
2. Return Eligibility Criteria

Items must be returned in original, unopened packaging and in resellable condition. All original tags, and accessories must be intact. This includes user manuals, warranty cards, and any at the time of purchase.

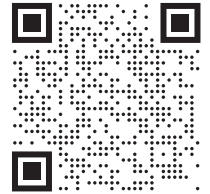
3. How to Start a Return

- If you are unhappy for any other reason besides a defect in the product, please go to sales returns bookings.nomadicinnovations.com/#/sales (or scan the QR code for Sales).
- If your product is defective please go to tech support for returns at bookings.nomadicinnovations.com/#/techsupport (or scan the QR code Support).

SALES Return



SUPPORT Return



You will need to provide the following:

- Order number (found in your confirmation email).
- Item(s) you wish to return.
- Reason for the return (feedback helps us improve).

Once we receive your request, our team will respond within 1–2 business days with detailed instructions. You will receive a Return Authorization Number (RAN) that must accompany your return package.

4. Return Shipping and Costs

Return shipping fees are the responsibility of the customer.

- Use a trackable shipping service for returns. Nomadic is not responsible for lost or damaged returns in transit.
- For higher-value items, select a carrier offering delivery confirmation and insurance.

Builder agreements supersede this return policy.



5. Refunds and Processing Times

Refunds will be issued as store credit only within 5–7 business days after verifying the returned item's condition. Shipping costs are non-refundable.

All items may incur a 15%, restocking fee, which will be deducted from your refund. Restocking fees cover the costs of processing and inspecting returns and will be communicated at the time of purchase.

6. Exchanges

We do not offer direct exchanges. For a different item, return your original item for a store credit and place a new order.

7. Exceptions to the Return Policy

Non-returnable items: Custom orders, refurbished items, personalized items, gift cards, open software, and digital downloads.

Items returned outside the 30-day window will not be accepted.

Items that do not meet the return criteria may not be refunded or exchanged.

8. Customer Satisfaction

At Nomadic, your satisfaction is our priority. If you encounter any issues or have questions about the return process, our customer support team is here to assist you every step of the way.

Return Shipping Address

Nomadic Innovations HQ
2904 Airport Parkway
Elkhart, IN 46514

Contact Us

Email: support@nomadicinnovations.com

Phone: (833) 287-9500 or (480) 576-2489

Hours: Weekdays 8:00 AM to 4:30 PM EST
(except on federal holidays).