

National Products, Inc. Lifetime Warranty: How to make a Lifetime Warranty claim.

Read through our lifetime warranty at the bottom of this page; if you believe you are covered by the lifetime warranty please follow these simple steps.

1. Take a digital photo so that the mount and the section that is either broken or defective is clearly visible.*
2. As many of our components look similar, listing any part numbers located on the part will help ensure that we return the correct item to you. Part numbers usually begin with RMR or RPR.
3. Please provide your name, shipping address and telephone number.
4. Please provide your credit card information as you will be responsible for a small shipping charge.**
5. Please note that we will replace the broken component only and not the entire mounting system.
6. Email all of this information with the subject title "lifetime warranty" to our Lifetime warranty representative for review (lifewar@ram-mount.com)

Your new component will be sent USPS if small enough, unless you specify otherwise.

*If you cannot provide digital photos, simply return your broken part to us.

National Products Inc. 8410 Dallas Ave. S. Seattle, WA 98108

** If you are not comfortable providing this information in email please specify this in your email and we will contact you for payment info.

NPI Warranty Information:

The exclusive NPI Lifetime Warranty states that all RAM products and parts are warranted against defects in materials and workmanship for the life of the product or part.

NPI'S Lifetime Warranty covers the mount or its components only. The mounted device is not covered under the Lifetime Warranty and will not be replaced if damaged as a result of mount failure.

This warranty is expressly limited to the persons in the United States, and all foreign countries who purchase RAM for resale or use in the ordinary course of the buyer's business. This warranty does not cover any product or part that has been abused, worn out, heated, ground or otherwise altered, used for a purpose other than that for which it was intended, or used in a manner inconsistent with any instructions regarding it's use.

THIS WARRANTY IS EXCLUSIVE AND NATIONAL PRODUCTS INC. MAKES NO OTHER WARRANTY OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, WITH RESPECT TO THE PRODUCTS MANUFACTURED AND SOLD BY IT, WHETHER AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER MATTER. No agent, employee or representative of National Products Inc. has any authority to bind National Products Inc. to any affirmation, representation or warranty concerning National Products Inc. products or parts, except as stated herein.

If any product or part manufactured by National Products Inc. is found to be defective by National Products Inc., in its sole judgment, National Products Inc. will, at its option, either repair or replace such defective product or part. THIS REMEDY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE FOR ANY DEFECTS IN THE PRODUCTS OR PARTS MANUFACTURED AND SOLD BY NATIONAL PRODUCTS INC. OR FOR DAMAGES RESULTING IN ANY OTHER CAUSE WHATSOEVER, INCLUDING WITHOUT LIMITATIONS, NATIONAL PRODUCTS INC. NEGLIGENCE. NATIONAL PRODUCTS INC. SHALL NOT IN ANY EVENT BE LIABLE TO ANY BUYER FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, WHETHER FOR DEFECTIVE OR NON-CONFORMING GOODS, NEGLIGENCE, ON THE BASIS OF STRICT LIABILITY OR FOR ANY OTHER REASON.

There is no upgrade on products, only replacement of defective components.

The purpose of this exclusive remedy shall be to provide the buyer with repair and replacement of products or parts manufactured by National Products Inc. found to be defective in materials or workmanship or negligently manufactured.

Please note that the NPI Lifetime Warranty does not cover any electronic components integrated in the RAM mounting system.