

NOBEL TECHNOLOGY GROUP INC

RETURN POLICY

Interior Doors & Door Hardware — United States

Return Window	Condition	Approval
Eligible standard products may generally be requested for return within 30 days of delivery.	Products must be unused, uninstalled, undamaged, and in original packaging unless returned due to defect or shipping damage.	Returns require prior authorization and must follow the return instructions provided by Nobel Technology Group or the selling platform.

1. General Return Policy

Nobel Technology Group INC ("Nobel Technology Group," "we," "us," or "our") wants customers to be satisfied with their purchases of interior doors and door hardware. Subject to the terms below and applicable law, eligible standard products may generally be requested for return within thirty (30) days after delivery.

2. Return Authorization

All returns require prior authorization. Customers should contact the seller from whom the product was purchased or Nobel Technology Group customer service before sending any product back. Unauthorized returns may be refused or delayed. The customer will receive return instructions and, when applicable, a return authorization or other reference number.

3. Eligible Products

Standard, unused, uninstalled, and undamaged interior doors and door hardware may generally be eligible for return within the applicable return period. Products must be returned with all included parts, accessories, hardware, manuals, and original packaging, unless the return is due to a manufacturing defect, shipping damage, or another issue covered by applicable law or the seller's terms.

4. Interior Doors and Oversized Products

Because interior doors, pre-hung doors, sliding door systems, and other oversized products require specialized packaging and transportation, additional return restrictions, restocking charges, freight charges, or return-shipping requirements may apply. Custom, made-to-order, specially configured, or non-standard door products may be non-returnable unless defective, damaged in transit, incorrectly supplied, or otherwise required to be accepted under applicable law.

5. Door Hardware

Standard door hardware such as handles, knobs, levers, locks, latches, hinges, and related components may generally be returned if unused, uninstalled, complete, and in resalable condition within the applicable return period. Products that have been installed, modified, drilled, altered, scratched, or otherwise used may not qualify for a standard return.

6. Non-Returnable or Restricted Items

Unless required by applicable law or otherwise approved in writing, returns may not be accepted for custom or made-to-order products, products cut or modified to customer specifications, installed products, used products, products damaged after delivery, products missing components, or products returned without required packaging or accessories. Certain clearance, final-sale, special-order, or marketplace-specific items may also be subject to separate terms stated at the time of purchase.

7. Damaged or Incorrect Products

If a product arrives damaged, defective, or different from what was ordered, contact the seller or Nobel Technology Group promptly. Provide the order number, product/SKU information, photographs of the product and packaging, and a description of the issue. Customers should retain the original packaging until the claim is resolved. Damaged or incorrect products may be handled under separate shipping-damage, replacement, warranty, or return procedures.

8. Return Shipping

For voluntary returns due to customer preference, ordering the wrong product, change of mind, or similar reasons, the customer may be responsible for return shipping and applicable handling or restocking charges. When a return is approved because of a confirmed manufacturing defect, shipping damage, or an error attributable to Nobel Technology Group or the seller, return shipping arrangements will be provided as appropriate.

9. Restocking Fees

Approved voluntary returns may be subject to a reasonable restocking or handling fee, particularly for oversized, freight-shipped, special-handling, or non-standard products. Any applicable fee will be communicated as part of the return authorization process or according to the terms of the selling platform through which the order was placed.

10. Refunds

Once an authorized return is received and inspected, the refund decision will be communicated to the customer. Approved refunds are generally issued to the original payment method. Refund timing depends on the inspection process, payment provider, bank, marketplace, and other processing factors. Original shipping charges may be non-refundable for voluntary returns unless otherwise stated or required by applicable law.

11. Return Condition and Inspection

Returned products may be inspected to verify condition, completeness, and eligibility. If a returned item shows installation, use, alteration, damage, missing parts, or other conditions inconsistent with the approved return, the refund may be reduced or the return may be rejected to the extent permitted by applicable law.

12. Exchanges and Replacements

When available, Nobel Technology Group or the selling platform may offer an exchange or replacement instead of a refund. Replacement availability is subject to inventory and product availability. A replacement does not necessarily extend or restart any applicable warranty or return period.

13. How to Request a Return

To request a return, provide: (1) order number; (2) purchaser name and contact information; (3) product name, SKU, or model number; (4) reason for return; (5) photographs when requested; and (6) any other information reasonably necessary to process the request. Do not ship the product until return instructions have been provided.

14. Marketplace Purchases

If the product was purchased through Amazon, Wayfair, Home Depot, Lowe's, or another marketplace or authorized retailer, the marketplace or retailer's return procedure and applicable terms may also apply. Customers should follow the return process provided by the platform where the order was placed.

15. Consumer Rights

This Return Policy does not limit any rights or remedies that cannot lawfully be excluded or limited under applicable federal, state, or local law. Where mandatory consumer-protection requirements apply, those requirements will govern to the extent of any conflict with this policy.

16. Policy Changes

Nobel Technology Group INC may update this Return Policy for future purchases. The version applicable to an order will generally be the policy and terms communicated at the time of purchase, subject to applicable law and any mandatory marketplace requirements.

NOBEL TECHNOLOGY GROUP INC
Returns / Customer Service Department
United States

Return Requests: Please contact the authorized seller or the customer service channel provided with your order or product documentation before shipping any item back.

Important: This is a general return policy for Nobel Technology Group INC. Product-specific, marketplace-specific, order-specific, or legally required return terms may supersede or supplement this policy.