

Terms & Conditions

- Any prices listed within are current NBR-approved List Prices.
- All prices, product specifications, and discounts are subject to change without notice. Prices listed herein do not include Federal Excise, Municipal or other use Tax.
- Orders shipping to an active construction site, limited access area, or residential address are subject to additional charges by the carrier. These charges may be applied after shipment/delivery.
- NBR is not responsible for any damage while in the hands of the freight carrier. Inspect immediately for obvious and hidden damage. We suggest you refuse orders mildly/severely damaged. If you accept a damaged delivery, please make note of the damage and extent when signing the Bill of Lading. (For any damage and loss while in transit, promptly file claim against carrier if shipped via Customer Account)
- NBR is not responsible for any delays in delivery that are beyond our control such as bad weather, shortages, delays in transportation, or any other contingencies of similar manner.
- NBR has a Minimum Order Policy of \$50. Orders valued less than the minimum order amount will carry a “Order Minimum” charge. The Order Minimum charge is determined by the difference in the order’s value to the \$50 minimum order amount.
- All initial orders from new customers are to be paid in full before the NBR warehouse releases them for shipment. NO EXCEPTIONS.
- Quotes from NBR are good for 30 days, unless otherwise approved by an NBR staff member.

Payment Terms

- For customers with established NBR Equipment credit standing, payment terms are Net 30 days from the date of invoice. NBR will accept all major credit cards, cash, money orders or checks at the time of order, otherwise you can pay through the invoice emailed to you or send an ACH payment within the 30 days. COD is only available for orders being picked up at NBR’s warehouse directly by the customer.
- Any dealer choosing to buy NBR equipment must complete and return a Dealer Authorization Form prior to completing any purchase, please contact csr@nbrequipment.com for the necessary paperwork. Initial orders require full pre-payment before it is released for shipping.
- If paying by credit card, please be aware there will be a 3.5% processing fee applied to your invoice.
- Once an account has had two returned checks for any reason, payment by check will not be accepted. This includes returned electronic payments. A hold will be placed on the account affected until the returned check has been redeemed.
- Checks deposited by NBR Equipment and then returned by the bank for insufficient funds or any other reason will be charged a fee of \$50.00, including any bank fees as applicable, that will be placed on the customer’s account, no matter the reason.

Returned Check Payment Methods

- Cash - pay in person at the NBR Office located in Cranbury, NJ. Obtain a cash register receipt for your records.
- DO NOT MAIL CASH.
- Certified Funds - make cashier’s check, money order, or other certified funds payable to NBR Equipment. Include Account name or #, invoice #, and phone number on the face of the check. Deliver in person or mail certified funds to NBR Equipment, 10 Abeel Road, Cranbury, NJ 08512.

Return Authorization REQUIRED

ALL returns MUST be approved by NBR. NO returns will be accepted, and NO credit will be issued without a completed and approved Return Authorization form from NBR in advance. All Return Authorization requests must be made by email within 30 days of delivery. All approved return Merchandise must be sent back to NBR’s warehouse within 15 days of requesting the Return Authorization Form (RMA). Upon review of the form, NBR will determine if the item(s) are eligible for return. All authorized returns will be subject to a 30% restocking fee to be deducted from the refund amount. Any items returned without prior authorization will be charged a 50% restocking fee. All restocking fees and return shipping charges are to be assessed and deducted from the refund amount before a credit is issued. Authorized returns must be received in unused condition (suitable for resale) and item(s) must be in their original packaging. Upon receipt of authorized returned item(s) NBR will inspect the item(s) to determine if unused, new, and in suitable condition for resale. Refunds will be credited to you within 45 days after we receive the returned item(s). IF NBR HAS TO REPACKAGE THE ITEM FOR SALE, THE COST OF PACKAGING WILL BE DEDUCTED FROM THE REFUND. The customer is responsible for all return shipping costs. The customer can arrange for return shipping to NBR but will not be reimbursed for return shipping costs. If NBR arranges for pickup of the item(s) to be returned, a Return Shipping Charge will be deducted from any refund amount before credit is issued. Special order, cut-to-order, and customized items typically cannot be returned. For special order, cut-to-order, and customized items to be delivered, you may contact a customer service team member at NBR to discuss alternatives or possible arrangements to return to manufacturer. Special order, cut-to-order, and customized items that may be returnable must be in unused condition (suitable for resale) and item(s) must be in original packaging. Note that manufacturer return, and restocking policies and fees may be in addition to and may differ from those of NBR and the customer is entirely responsible for meeting the requirements of any return to manufacturer. All restocking fees and return shipping charges are to be assessed and deducted from the refund amount before a credit is issued.

To request authorization to return item(s), contact a customer service team member at (609) 642-8389. The Return Authorization Form can be sent to you by email or fax.

NOTE: Any items returned to NBR without a completed and approved RMA Form may be refused and credit will not be issued.

1-Year Limited Warranty

- NBR warranties this product to be free from defects in material or workmanship for a period of one (1) year following the date of purchase.
- The warranty applies only under conditions of normal use and does not apply to defects which result from negligence, misuse, freight damage, improper installation or accidents.
- The warranty does not include any coverage for loss of business, damages, freight or other miscellaneous expenses incurred due to the defect or in servicing the unit.
- This warranty is made in lieu of all other warranties express or implied and no additional warranties express or implied including one of merchantability or fitness for a particular purpose are given.
- All prices, pictures and descriptions in this and all NBR publications are subject to change without notice. Please contact us within 30 days regarding price discrepancies.

General Shipping Information

- We reserve the right to ship via carriers of our choice if freight isn’t specifically marked or defined in the purchase order.
 - We will follow customers routing if possible. Unless specified otherwise, all orders will be shipped Best Way/PPA, a nominal charge will be included.
 - All merchandise is shipped in optimal condition and packaged in compliance with I.C.C. regulations.
 - NBR Equipment is not responsible for any freight damage once it leaves our location. For damage or loss in transit, a claim must be filed by the consignee against the carrier.
 - Shipper is not responsible for any unauthorized accessorial charges. All charges will be billed back to customer.
- The following fees can be added to a customer’s invoice if additional services are needed by the carrier to ship your order (one charge per order):
- Delivery Appointment Fee: \$50
 - Liftgate Service Fee: \$75
 - Oversize Additional Handling Fee: \$225
 - Limited Access Fee: \$95
 - Freight charges added to an invoice will include a nominal administrative charge per freight bill, determined by each order’s shipping details.

Out of Stock Policy

- Previous Out-of-Stock and Back-Order policies are no longer valid.
- If an item is out of stock in your order, NBR will either ship the order as-complete-as-possible, or we will reach out to you with substitution options.
- If your order is shipped incomplete, you must place a new purchase order for the missing item(s). All orders shipped and invoiced are considered closed.
- If substituting out-of-stock item(s), you must send a revised purchase order reflecting the change(s) to orders@nbrequipment.com.
- You can always cancel the item on the order and send a revised purchase order to get everything else shipped ASAP or cancel the order altogether and get a full refund.