

Limited Lifetime Warranty:

North West Rubber warrants that our Black Armour® Truck Bed Mats will be free from any defects in materials and workmanship for the duration of vehicle ownership in which the product was originally installed by the original purchaser. This warranty is non-transferrable and proof of purchase is required.

Customer modifications and natural wear from normal use over the life of the product are excluded from warranty replacement or refund. Additional exclusions to this warranty include damage resulting from motor vehicle accidents, misuse, abuse, incorrect installation, incorrect use, etc.

Unauthorized resellers may or may not honor our lifetime limited warranty, therefore, we strongly recommend purchasing directly from North West Rubber or through an authorized Black Armour® reseller.

North West Rubber believes in the superior quality of our product and aims to provide our customers with the very best customer service and will always strive to reach a fair resolution to any issue. For warranty instructions, returns and packaging contact the North West Rubber Customer Service team at 1-800-663-8724. Labour and shipping are not covered under the terms of this agreement.

Return Policy:

30-day money back guarantee (U.S. and Canada). Restrictions apply. No products will be accepted without authorization and must be returned within 30 days of invoicing. The product cannot be returned if it has been used and must be returned "as new" and in a re-sellable condition. Products that have been used in any way are 100% non-returnable. Contact us for RMA (Return Merchandise Authorization) number and return address. Contact a shipping company of your choice to schedule pick up and shipping. You are responsible for all return shipping costs. Returns over 30 days may incur up to a 25% non-negotiable restocking fee; a 10% non-negotiable restocking fee is assessed for all exchanges.