



## Return and Warranty Policy

### Returns:

Seawide provides a 30-day return policy for stock items. **Special orders and closeout items may not be returned for credit.**

In order to ensure traceability, prior authorization is required to return finished goods or parts for credit or replacement. To obtain an RMA (Returned Material Authorization) number, call 866-732-9433 or e-mail [RMA@seawide.com](mailto:RMA@seawide.com).

When requesting an RMA number, please provide the following information:

- Seawide Sales Order Number and/or Invoice Number
- Part Number
- Description of Item
- Reason for RMA Request
- Description of Problem
- Serial Number (When Applicable)

### **Note:**

Returns older than 30 days from the date that Seawide ships the product are subject to a minimum 20% restock fee. Some manufacturers have restock fees above 20%. A restock fee above 20% may be accessed at the discretion of the manufacturer.

RMA's expire 30 days from the date issued. Please insure all returns arrive in our warehouse within 30 days of receiving the RMA. Returns take 4 to 5 business days to process.

### **No returns allowed after 120 days**

All items being returned must be in new, complete, and sellable condition, and must be in original packaging unmarked. Seawide reserves the right to return items freight collect that were returned for credit or replacement and are not in new condition and packed in the original factory packaging.

### **Warranty**

Products may include a manufacturer's warranty, which is the only warranty provided. Any items returned to Seawide pursuant to a manufacturer's warranty may be replaced, repaired, or credited as determined by manufacturer's policy. Credits / Refunds for defective product may be issued upon manufacturer's verification of warrantable defect, once the credit is received from the manufacturer. Replacements are handled as a new purchase. Replacement units are billed according to Dealer's regular account terms. Items that are returned under a warranty and are found to perform to manufacturer's specifications will be returned to Dealer and subject to a service charge.

Seawide is not responsible for freight on any warranty items.

Units beyond the 30 day return period that require service, either warranty or otherwise, should be returned directly to the appropriate manufacturer. In some cases manufacturers require that repairs go through Seawide.