



Return and Warranty Policy

Returns:

Seawide, subject to certain conditions, has a 30-day return policy. Restock fees are assessed at Seawide's sole discretion. Special orders and closeout items are not eligible for cancellation or return for credit. Seawide is not responsible for freight on any return.

Prior authorization is required on all returns. To obtain a Returned Material Authorization (RMA) number, e-mail RMA@seawide.com or call 866-732-9433 ext. 5507.

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 (If Applicable)

RMAs expire 30 days from the date issued. Please insure all returns arrive in our warehouse within 30 days of receiving the RMA.

Returns older than 30 days from the date that Seawide ships the product are subject to a restock fee. Restock fees are assessed at Seawide's sole discretion.

No returns allowed after 120 days

Unless defective, all items being returned must be in new, complete, and sellable condition, and must be in original packaging unmarked. A copy of Seawide's original invoice must be included with any return. 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

Seawide does not provide any warranty as to any product sold. 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 at Seawide's sole discretion. Items that are returned under a warranty and are found to perform to manufacturer's specifications will be rebilled and returned to Dealer and subject to a service charge and return freight. Seawide is not responsible for freight on any warranty items. Replacements are handled as a new purchase. Replacements are billed according to Dealer's regular account terms.

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.

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