

THANK YOU FOR SHOPPING WITH US!

The Sound Boatworks Guarantee:

When making a purchase from Sound Boatworks, we're not happy unless you are happy. This means anything purchased online, over the phone or in our store can be returned or exchanged if you are not 100% satisfied with the product. We ask that before you use your new product to please take some time to ensure everything is correct. Try on the garment and keep the tags intact. Make sure you try it on in a clean, indoor area, and wear it with the gear you would be normally using on the water. With Hardware or Accessories, dry fit the product and make sure you've ordered correct sizes that will match up with your new install, or existing hardware. Items that show wear or use cannot be returned, so make sure you are 100% satisfied before removing the tags or installing the product.

Return Policies

- Only NEW products may be returned or exchanged. Products must be in original packaging and include original tags.
- Merchandise returned after 30 days from date of receipt will be issued store credit only
- Special Order Items will incur a 20% re-stocking fee and only store credit will be applied
- Clearance Rack Items may be Returned or Exchanged, however returns will receive only store credit
- Unless a shipping error has been made by us, customers are responsible for return shipping costs.
- Please allow 7-10 days for Returns & Exchanges to process after we receive them. If you need an exchange more quickly, place a new order online and return the desired exchange product for credit.

Please ship all returns to:

Sound Boatworks

Returns/Exchanges

12 Hammock Rd. South

Westbrook, CT 06498

Order Number: _____

Name: _____

Email: _____

Phone: _____

RETURNS: These are items that I am returning:

Item Number	Qty.	Description	Reason Code (see below)	Total Price

EXCHANGES: I would like to exchange for these items, if applicable, Exchanges will incur \$10 Ship Fee

Item Number	Qty.	Description	Reason Code (see below)	Total Price

Reason Codes (please include above)

- A Item not as expected/described
- B Wrong Size selected/Did not fit
- C Ordered the incorrect item
- D Received a gift (store credit only)
- E No longer need/want
- F Arrived too late

Damaged from shipping:

If you receive your order and it has been damaged from shipping, please don't discard any packaging and contact us right away.

Do I need an RMA or Return Authorization?

No, please fill out the form and return the product back to us via a trackable shipping method.

Call us at 800-459-3886 or visit www.shopsoundboatworks.com for more info