

All items (with the exception of BILGE-B-DRY and EVACUATOR+, please see paragraph below) can be returned within a period of 30 days from date of receipt. Return Merchandise Authorization (RMA) numbers are required for all returns. Returned products must be complete in the original packaging and resalable. Non-stock items may not be returned. Opened and/or unsealed DVDs, CDs, and cartography are not returnable unless defective. Units requiring service, either warranty or otherwise, should be returned directly to the appropriate manufacturer. To obtain an RMA number, please send an email to [RMA@cwrdistribution.com](mailto:RMA@cwrdistribution.com) or call 732-237-9300 (Option 1 for Customer Service) and be sure to provide the original invoice number, product being returned, and the reason for return. Returned merchandise may be subject to a restocking fee of up to 15%; please contact the RMA department for details.

For BILGE-B-DRY and EVACUATOR+ products, Neptunian Sky LLC warrants these products to be free from defects in material or workmanship for a period of one (1) year following the date of purchase, provided that the product is used as intended.

**EXCLUSIONS AND LIMITATIONS:** This Limited Warranty does not cover failures due to abuse, accidental damage, unintended use or when repairs have been made or attempted by anyone other than Neptunian Sky LLC.

- The warranty is VOID if the enclosure screws have been removed, as further internal wiring damage will result.
- The BILGE-B-DRY low-profile bilge water pickup (filter) MUST BE USED during operation, otherwise the pump will ingest small debris and clog.
- This Limited Warranty does not cover a clogged pump, oil, diesel, and/or fuel damage.
- Non-Transferable Warranty is provided to the original purchaser only and is not transferable.
- A pre-paid return shipping label will be provided on a defective item within 30 days of purchase.
- We do not offer prepaid shipping for returns after 31 days.

Please send an email to [nsinfo@neptuniansky.com](mailto:nsinfo@neptuniansky.com) to submit details about the product failure and include: your name, email, pump type, order number, date of purchase, and description of issue. Returns will be disassembled and investigated for repair or replacement.

Send product returns to:

Neptunian Sky LLC

P.O. Box 1952

Palm City, FL 34991