



## PRODUCT RETURNS

A. **METRIC MARINE 30-DAY SATISFACTION GUARANTEE.** Unless otherwise noted, you can return a product for up to thirty (30) days from the date of invoice provided the product is in its original packaging, unused, unexpired, undamaged, and in salable condition. Proof of purchase from Metric Marine is required in all instances. Products sold on a “Final Sale” basis as defined below cannot be returned. “Sourced Product” as defined below is subject to the manufacturer’s return policy and may not be returnable. Some product returns may be denied or made subject to restocking fees and other charges by Metric Marine.

B. **FINAL SALE ITEMS.** Items sold on a “Final Sale” basis include: (i) Custom items; (ii) special-order items; (iii) Sourced Product items marked in quotations or invoices as “Non-Cancellable” or “Non-Returnable” and (iv) any other items that Metric Marine may designate as a “Final Sale” from time to time.

C. **SOURCED PRODUCT ITEMS.** Items sold as “Sourced Product” basis include: (i) items not listed in the Metric Marine catalog or website; and (ii) items or versions of items you specifically or specially requested to be sourced by Metric Marine that are not routinely offered.

## RETURNS PROCESS

If you need to return an item, contact us directly at [info@metricmarine.com](mailto:info@metricmarine.com) or at 1-954-641-7840.

When returning a product, please do the following:

1. Carefully package the item(s) and include the packing slip with the reason for return written on the packing slip. If the packing slip is not available, please provide the purchase date, the original invoice number, and the item number for the product.
2. Indicate whether you would like a replacement product or a credit.
3. Please prepay shipping – Metric Marine does not accept Cash on Delivery (C.O.D.)