

Parsun Outboard Motor Return Service Agreement

Parsun Marine Distributor and Service Center

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Motor Return to Parsun

Parsun Marine USA also provides the Parsun Depot return service for our 4-stroke outboards. This service is suitable for all 4-stroke motors directly purchased from Parsun USA within 5 years regardless their warranty and conditions. An acceptable unit must be a completed unit without any missing engine components listed in the Parts Catalog EXCEPT extension fuel tank and it fuel line.

If you decide to send your motor back to a Parsun Depot for inspection and repair service, please continue to read the remaining sections in this Agreement.

Proper packing is very important for returning the motor and avoiding shipping damage. A shipment has to be classified as a Regular Cargo to reduce your shipping cost. The motor cannot contain any fuel and oil. Otherwise, the motor may be treated as dangerous goods. Courier may either charge extra fees or refuse to take the item. Please follow the below instruction guideline to prepare your Motor Return Shipment.

- Operate at a safe, open and non-smoking large outdoor area. Keep children away. Get necessary tools and some containers ready, also some cloth, shop towel.
- Mount the motor on the boat, a motor rack or stand. Drain out all the motor oil from the motor (sump). Slowly remove the engine oil Drain Bolt to drain all the motor oil from the sump. Remain the Oil Drain hole opened for an hour to make sure the engine oil is completely drained out from the motor. Put the bolt back in place.
- For F2.6, F5, F6 models, the internal fuel tank needs to be empty. You can take out the internal fuel tank by removing its screws to pour the gasoline into a proper container. Or you may have to carefully place the whole motor upside down to complete this job.
- Disconnect the fuel line and fuel tank (if applicable). Slowly open the carburetor drain bolt to drain out all the fuel inside the carburetor.
- Use cloth or paper towel to clean the motor surface. Make sure no oil or fuel from the motor surface.
- Use the original motor box to pack the motor. The motor cowling needs to be returned together with the motor. Original accessories are not required. In most cases, do not return the fuel line and fuel tank except you are sure they do not contain any gasoline.
- If you do not have the original motor package box and foam, please find a box with similar size to pack the motor. Make sure you put sufficient protective materials in the box to protect the motor.
- Please know the packing is very important, and you may have to follow the below instructions to pack up the motor. (a) Smaller box dimensions and size help save your shipping cost; (b) Well protected package significantly reduces shipping damage; (c) Tape the box seam, edge and corner well to make the package solid; (d) Damaged box is not suggested for return shipment; (e)

No motor oil and gasoline in the motor. No oil leakage or gasoline smell from the shipment; (f)
Water or other liquid are NOT allowed to be added into the motor and its accessories.

If you want to return to motor to Parsun, please continue reading this instruction.

Procedure of Motor Package Return

Once you are satisfied with your return package, and it meets all the shipping requirement, please do the following:

- Record the package dimensions and weight
- Take a few pictures of the package
- Email us all the package information
- Complete the Return Pre-Authorization form

After the return request is approved, you will receive a set of return document: return waybill label, return commercial invoice, and return instructions by email.

Note: if you do not have a suitable box for motor shipping, we can send you an empty box with protective packing materials. You will be charged \$100 to \$150 for this additional cost of the shipping materials.

After we receive and approve your completed “Parsun Outboard Motor Return Service Agreement”, we will email you a Pre-paid UPS or Purolator Return Shipping label with related documents. You can follow the Return Instructions to contact the courier for package pickup or take it to the courier's service depot. Keep the package's tracking number for your own record.

If you have any previous motor service records or claim records, please provide a copy with your motor return. After receiving the motor, a Parsun certified technician will perform a set of inspection tasks according to the manufacture standards. And we may contact you by phone or email for additional information.

After Receiving Your Motor Return

After receiving your motor return, our Parsun Outboard Support Team will inspect the motor, and we will give you a statement of inspection report with 30 days of shipment received.

If the problem was found to be related to the manufacture defects and covered by the limited warranty, we will provide replacement parts and reimburse the repair labor cost, and the motor will be ready to return with 60 days of shipment received. In some cases, replacement unit will be provided.

The repaired or replaced motor will be shipped back to you via a trackable courier service. The shipping fee coverage terms are based on the following scenarios:

- If the covered factory defect is found within 30 days from the purchase date, the two-way shipping fee would be covered by Parsun.
- If the covered factory defect is found within 30 days from the purchase date, and within the limited warranty period, your credit card would be charged for one-way shipping fee.
- Shipping fee only covers standard courier service in Canada and USA (Lower 48 states).

If the problem was found to be caused by user's mishandling and not following owner's manual to operate and maintain the motor, your motor issue will not be covered by Parsun Limited Warranty. We will let you know the estimated repair cost (parts and labor).

- Our special labor service rate charge is USD \$65 (CAD\$80) per hour. Parts are extra.
- If you agree us to repair your motor, we will charge your credit card for repair cost plus applicable shipping fee(s) to finish this job.
- If you want to have the motor shipped back without repairing, you need to pay for the shipping fee charge(s) first before we can send it back.
- We also provide the Advanced Motor Replacement Program. Alternatively, you can be transferred to this program. Either your motor damage is no qualify to cover by Parsun 3 Years Limited Warranty.
- Your motor repair or replacement within 60 days of shipment received. The motor will be shipped back to you via a trackable courier service.

Additional Notice:

Our free motor storage period is up to 90 days of shipment received. We will charge a fee when motor storing in our facility over 90 days, not matter the return motor is warranty covered or isn't. The motor storage service rate is \$30 per month, \$10 per week or \$2 per day. Max paid storage period is 90 days.

If over this 90 days paid storage period and you didn't take the motor back from our depot. We will send you a writing notice – Notice of Dispose the Returned Parsun Motor. This procedure be processed after 30 days of notice sent or received.

If you agree above service terms of ***Parsun Outboard Motor Return Service Agreement Parsun***, Please sign below and complete the ***Credit Card Payment Pre-Authorization Form***.

Signature: _____ **Date:** _____