

Parsun Outboard Motor Return Instructions and Agreement

FAX: 604-277-3360 or Email: support@parsunoutboard.com

Before shipping your outboard motor back to seller, buyer need to review the following **Parsun Outboard Motor Return Instruction and Agreement** and fully understand and follow this guide lines. Buyer will sign this agreement and send it back to us. So we can process your product return. If you have any questions about this agreement or/and returning shipment, please let us know as soon as possible. Thank you.

1). If you ever put any motor oil into the sump and/or gasoline into the internal tank, please drain them out completely because the shipping motor cannot contain gasoline and motor oil. The box inside shall be clean and no significant oil leaking mark. In that way, your return shipment will be classified as Regular Cargo with lower shipping cost. Otherwise, the shipment could be classified as Dangerous Goods and it may cost you more money to ship it back. In some situation, regular courier can refuse to pick up Dangerous Goods.

2). Before packing the motor up, please carefully inspect the motor. Double check if any gasoline is still in the internal fuel tank (2.6HP, 5HP, 6HP models) or external fuel tank (8HP and up). If any fuel or oil remained on outside of the motor, please use paper towel to clean it up properly.

3). Never add any water or liquid into the fuel tank, fuel system, motor sump and any part of the engine. If you have any questions regarding this matter, please contact Parsun Customer Support first. Adding wrong liquid into the motor may cause significant damage to the motor components, and the motor may be treated as total damage item with zero value without exception. Please know that buyer reserves the right to thoroughly inspect the returned item before processing refund request.

4). Prepare the motor return package properly to avoid shipping damage. Since the original box had been used and opened, buyer needs to seal the box well by using heavy duty tape on all box edges and corner, including the non-opened bottom. If the box was opened, the best you can use packing straps on the box to reinforce it. The same way how the original new package was packed and taped.

5). Once again, double check the requirements of preparing the return shipment: a) Put the motor in up-right position to drain out all the 4 stroke motor oil. Leave the drain hole opened for 24 hours before close the drain bolt. b) For the 2.6HP, 5HP & 6HP motor, its internal gas tank must be empty and dry in the air. c). Use paper towel to clean the motor surface. Make sure no oil or fuel remains on the motor surface and prop. d). Use the original motor box and packing materials to pack the motor and its original accessories, toolkit, manual.

6). **Please do NOT return the motor because of any user damages including but not limited to the following:** a) Accidentally dropped motor into the water; b) Added wrong motor oil into the engine. (Eg. used 2-stroke oil mixed with fuel); c) Forgot to add 4-stroke engine oil before running the engine; d) Or any other physical damages because of not following the Parsun motor manual and Parsun motor DIY instructions. In such cases, buyer can bring the motor to a local marine shop for service. Seller can supply parts and work with the marine shop to get them motor fixed properly.

7). Returned motor is subject to inspection by seller. If any physical damage found, seller will email buyer the Parsun Return Motor Inspection Statement. Buyer may pay for the motor repair cost without voiding the limited warranty coverage. If the returned motor is in good condition, seller will continue process the return request, replacement or exchange by following the sales policy.

8). If buyer takes care of the return shipping from USA, the motor return shipment should be declared as "Motor Return to Seller" item with \$10 custom value to waive off the custom handling fee when shipment receiving. The additional cost of custom and tax are subject to claiming reimbursement from buyer.

Please sign and return this "**Instruction of Parsun Outboard Motor Return**" this agreement to seller. Seller will provide a RMA number with further instructions within 3 business days.

Buyer's Name:	TEL:
Sales / Order ID:	Date of Purchase:
Model:	Series number:
Buyer Address:	
Require Seller's UPS Return Waybill? (Yes / Not)	Return Cost:
Buyer Signature:	Date of Sign: