

## Smart Boat - Returns Policy

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### Returns Eligibility

We want you to be fully satisfied with your purchase. If you are not, you can return the product within 30 days of the delivery date for a full refund or exchange, subject to the following conditions:

- The item must be in its original condition, including all packaging, accessories, and manuals.
- The product must not show signs of wear or damage.
- All returns must include the original receipt or proof of purchase.

### Non-Returnable Items

Certain items are not eligible for return, including:

- Products that have been damaged due to misuse, neglect, or accident.
- Items that have been altered or modified.

### Return Process

To initiate a return please follow the instructions below:

- *Contact Customer Service:* Reach out to our customer service team via [salas@mysmartboat.com](mailto:salas@mysmartboat.com) to obtain a Return Merchandise Authorization (RMA) number.
- *Package Your Return:* Safely package the item, including all original accessories and documentation. Clearly mark the RMA number on the outside of the package.
- *Ship the Item:* Send the package to the address provided by our customer service team. We recommend using a trackable shipping method.

### Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund:

- *Approved Refunds:* If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 5-7 business days.
- *Partial Refunds:* In certain situations, only partial refunds are granted (e.g., items not in their original condition, missing parts, or items returned more than 30 days after delivery).

### Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, contact our customer service team for assistance.

### **Return Shipping Costs**

*Defective or Incorrect Items:* If the return is due to an error on our part (defective or incorrect item), we will cover the return shipping costs.

*Other Returns:* For all other returns, the customer is responsible for the return shipping costs.

### **International Returns**

For international returns, the customer is responsible for all return shipping fees, including any customs and duties that may apply.

### **Contact Information**

For any questions or to initiate a return, please contact us using the Contact Page on our website.

Last Updated : 27<sup>th</sup> March, 2024