

## Smart Boat - Warranty Policy

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### Introduction

Thank you for purchasing products from Smart Boat Ltd. This warranty policy outlines the terms and conditions under which your product is covered. We are committed to ensuring your satisfaction and providing you with a reliable product.

### Scope and Duration

This warranty applies to all Smart Boat : Smart Wiring products purchased in the United Kingdom and lasts for 10 years from the date of purchase unless otherwise stated on the Product Specification Sheet.

### Coverage

We warrant that the products will be free from defects in materials and workmanship under normal use. This warranty covers:

- Defects in materials and workmanship

### Exclusions

This warranty does not cover:

- Normal wear and tear, cosmetic damage (e.g., scratches, dents)
- Damage caused by misuse, neglect, or unauthorized repairs
- Damage caused by product not being installed in line with the product's installation instructions.
- Environmental affect such as sea water etc.

### Claim Process

To make a warranty claim, please contact our customer service team at [sales@mysmartboat.com](mailto:sales@mysmartboat.com) with the following information:

- Proof of purchase (e.g., receipt or order confirmation)
- Description of the issue
- Photographs or videos of the defect (if applicable)

Our team will assess your claim and respond within 5 working days. If the claim is valid, we will, at our discretion, repair, replace, or refund the product.

### Customer Responsibilities

To maintain the validity of your warranty, please:

- Use the product according to the installation instructions provided.
- Perform any required maintenance as described in the installation instructions.
- Notify us promptly of any issues

**Limitations and Exclusions**

This warranty does not affect your statutory rights under UK law. For more information on your rights, please visit the UK Government's consumer rights website.

**Contact Information**

For any questions regarding this Warranty Policy or to make a claim, please contact us at our website [Contact page](#).

**Amendments**

We reserve the right to amend this warranty policy. Any changes will be communicated to customers via updates on our website.

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