

## Smart Boat - Returns Policy

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### Returns Eligibility

We want you to be fully satisfied with your purchase. Returns are accepted within 30 days of delivery for items that are defective, damaged in transit, or not as described, subject to the following conditions:

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

Please note: Products that have been installed, modified, or subjected to electrical load in safety-critical applications are not eligible for return unless defective on delivery.

### Non-Returnable Items

Certain items are not eligible for return, including:

- Products that have been damaged due to misuse, neglect, accident, or improper installation.
- Items that have been altered, modified, or subjected to electrical load.
- Products intended for safety-critical electrical applications that have been installed or used, unless defective on delivery.

To initiate a return, please follow the instructions below:

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

Important: Refunds will be processed only after the returned item has been received and inspected.

### 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, partial refunds may be granted (e.g., items not in original condition, missing parts, or items returned outside the 30-day window).

### 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 : March 1<sup>st</sup>, 2026