

Refunds & Credits

Where is my refund? Where is my credit?

The biggest cause for delays with refunds and credits is when items are sent back without (a) prior authorization, or (b) without anything included in the box to help identify the return.

To ensure the fastest return and refund process, please be sure to follow these steps:

Call us first. Don't email. Emailing our general inbox will often result in a delay. We need to know that you are returning an item. Our shipping department handles returns once they arrive here. If you ordered with a sales rep and there was an issue with the order, call them first. If you just ordered the wrong part or too many, call our shipping department. If shipping isn't available, speak with Parts. Both options are available on our phone menu, as well as the ability to dial individual extensions.

Do not just send parts in a box or your return and refund will be delayed. We need you to include at least a piece of paper with the following so we can match it up to an existing order:

1. Name, address, phone number, email address
2. invoice or order number
3. Reason for return
4. Items you are returning with quantities

Once you have a return authorization, send your item or items back to:

Marine Parts Express
Attn: Returns
65 Dodge Road
Edgecomb, ME 04556

Failure to follow these steps will result in a delay.

If you have followed these steps and are still awaiting your refund, please do not call accounting as they do not handle refunds or credits. Call your sales rep first. If they are not available, call the shipping department.

RETURN POLICY

- All returns **must be authorized** by a Marine Parts Express representative prior to sending it back. Contact your sales rep if you have one, and if it was a web order, contact our shipping department. DO NOT email our general inbox or this will result in a delay.
- All returns must be within **30 days of original purchase** in order to receive a full refund.
- All returned parts must be in their original unused condition and in the original packaging to receive a full refund.

Refunds & Credits

- Electronic parts may or may not be eligible for a refund.
- Shipping costs are of the responsibility of the customer, unless otherwise stated by one of our representatives.
- All returns are subject to a restocking fee, unless otherwise stated by one of our representatives.
- All returns must include the copy of the invoice.
- Please allow up to 30 business days after Marine Parts Express receives your return for your refund to be processed.
- Marine Parts Express is not responsible for any damages that may occur during transport. If we determine that the quality of packing was inadequate and the item was damaged, we may refuse the refund. Please visit's FedEx's packing recommendations here: <http://www.fedex.com/us/service-guide/our-services/package-shipment/index.html>

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