



## **RNR-Marine, Inc. Sales Agreement**

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RNR-Marine is pleased to provide quality marine products. By purchasing a product from RNR-Marine, Inc., you agree to the following terms and conditions.

### **Application**

RNR-Marine products are designed to be safe when properly installed according to the product specific RNR-Marine installation guide and when installed in the appropriate, RNR-Marine approved application. RNR-Marine cannot be responsible for damage or injuries caused by improper or inappropriate installation. Owner takes full responsibility for proper installation and the operation of the product for the life of the product after installation.

### **Delivery, Shipping and Handling**

RNR-Marine will deliver products within ten (10) days from the date that payment is confirmed, based on availability. Should the product not be in stock, you will be notified within two (2) days of your order, and may elect, within two (2) days, to cancel the order or wait until the product is available for delivery.

RNR-Marine will ship using the shipper and shipping method of its choice. If you desire expedited shipping, RNR-Marine will arrange for this and charge you an increased amount accordingly.

RNR-Marine will quote and charge a total shipping/handling charge, which includes minimal handling fee, estimated shipping costs based on shipper's quote (or prior charges for the same product to similar locations) plus shipper's actual insurance charge. RNR-Marine will deliver products to the following addresses:

- To any address designated by the buyer for Cash or Check payments
- To the Credit Cards name and address ONLY for credit card payments

RNR-Marine will only ship using the shipper's insurance to avoid any damage issues. All items are shipped in excellent, new working condition, as reflected by the shipper's acceptance of the item for shipping.

If any damage is noted upon receipt of the product(s), you may elect not to receive the product from the shipper and instead request repairs/replacement for your damage directly from the shipper. If you receive a damaged item, you must notify the shipper directly, as well as RNR-Marine for tracking purposes. It is then the shipper's responsibility to contact RNR-Marine to arrange repair or replacement.

Damage in shipping is not RNR-Marine's responsibility, and items damaged in shipping which are sent to RNR-Marine will NOT be accepted, but will be returned by the shipper to you at your expense.

### **30-Day Return Policy**

RNR-Marine values our relationship and offers a return policy for most products that you purchase directly from RNR-Marine. Under this policy you may, within thirty (30) days from the date on the packing slip or invoice, return to RNR-Marine all hardware, accessories, peripherals and parts that you purchased directly from RNR-Marine that are unopened and still in its/their sealed package for a credit or a refund of the purchase price paid, less shipping and handling, applicable restocking fees and any repair costs to return the product to new condition.

Unless the product is defective or the return is a direct result of an RNR-Marine error, a restocking fee of 15% may be charged on hardware, accessories, peripherals and parts still in its/their sealed package.

To return products, you must contact the dealer you purchased the product(s) from. If you purchased online or direct from RNR-Marine, then contact RNR-Marine ([www.RNR-Marine.com/Contact.html](http://www.RNR-Marine.com/Contact.html)) and receive a Credit Return Material Authorization (CRMA) Number within the return policy period applicable to the product you want to return. You must obtain a (CRMA) Number in order to return the product.

You must ship the products to RNR-Marine within five (5) days of the date that RNR-Marine issues the CRMA Number. You must:

- Ship back **all** products you are seeking to return to RNR-Marine. At RNR-Marine's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing and any unadvertised discounts or concessions.



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- Return the products in their original packaging, in as-new condition along with any mounting hardware, documentation, and all other items that were included in the original shipment.
- Ship the product(s) at your expense, and insure the shipment for its full value.

Upon receipt of the complete returned purchase, RNR-Marine will issue a credit or a refund (at your discretion) of the purchase price paid, less shipping and handling, applicable restocking fees and any repair costs to return the product to new condition.

Items returned to us without a CRMA Number will NOT be accepted, but will be returned by the shipper to you at your expense.

### **3-Month Limited Warranty**

RNR-Marine products come with a 3 month limited warranty, and covers defects in materials and workmanship in your RNR-Marine branded hardware products.

This limited warranty does not cover:

- Non RNR-Marine branded products and accessories,
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power,
  - Servicing not authorized by RNR-Marine,
  - Usage that is not in accordance with product instructions,
  - Failure to follow the product instructions or failure to perform preventive maintenance ,
  - Problems caused by using accessories, parts, or components not supplied by RNR-Marine,
- Products with missing or altered Service Tags or serial numbers,
- Products for which RNR-Marine has not received payment.

The limited warranty on all RNR-Marine branded products begins on the ship date of the packing slip. The warranty period is not extended if we repair or replace a warranted product or any parts. RNR-Marine may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

If you require warranty service prior to expiration of the limited warranty period, please contact the dealer you purchased the product(s) from or RNR-Marine if purchased online or direct from RNR-Marine ([www.RNR-Marine.com/Contact.html](http://www.RNR-Marine.com/Contact.html)).

When you contact us, we will issue a Return Material Authorization (RMA) Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment for its full value. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight/insurance collect or pre-paid by you.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis, and will ship the product to you freight/insurance collect or pre-paid by you.

Items sent to us without an RMA Number will NOT be accepted, but will be returned by the shipper to you at your expense.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BY LOCATION. RNR-MARINE'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. RNR-MARINE DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH RNR-MARINE IS RESPONSIBLE.



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### **Privacy Policy**

RNR-Marine takes your privacy seriously. RNR Marine does not rent, sell, or share personal information about you with other people or non-affiliated companies except to provide products or services you've requested. RNR-Marine does not collect or store critical information such as Social Security Numbers, Date of Birth or Credit Card Numbers. RNR-Marine uses all reasonable methods to insure the privacy and security of the data collected to ship your product.

We use third-party advertising companies to serve ads when you visit our website. These companies may use non-personal information (not including your name, address, email address, or telephone number) about your visits to this and other websites in order to provide advertisements about goods and services of interest to you. Specifically:

- \* Google, as a third party vendor, uses the DoubleClick DART cookie cookies to serve ads on our site.
- \* Users may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy. RNR-Marine is the sole operator of the RNR-Marine Web sites, with hosting and various services provided by GoDaddy.com, PayPal and eBay, who operate under their own privacy and security policies, and the way they may collect and use information can be further evaluated at their sites.