

## Thruster Return Policy

### 1. 30-Day Return Guarantee

DOCKSTAR LLC offers a 30-day return guarantee beginning on the date the product is delivered to you.

### 2. Return Requirements

To qualify for a return, products must meet the following requirements.

#### 1) Clean and Undamaged

- Clean and free of dirt, sand, stains, or debris. Unclean or dirty products will incur a cleaning fee at DOCKSTAR's discretion.
- Undamaged. Products damaged through abuse, accidents, or neglect cannot be returned. Items found damaged will be assessed as a repair charge.
- DOCKSTAR reserves the right to determine the refundable value of damaged products.

#### 2) Unmodified

- In original condition, not modified or customized. Modified items will be assessed as a repair charge.
- DOCKSTAR reserves the right to determine the refundable value of modified products.

#### 3) Complete

- Include all parts and accessories from the original order. Incomplete returns receive only a partial refund.

### 3. Return Process

#### 1) To initiate a return, contact DOCKSTAR **within 30 days of delivery**.

Email: [info@dockstarthrusters.com](mailto:info@dockstarthrusters.com)

Phone: (360) 930-6622

#### 2) Obtain the **RMA Number** and **Shipping Instructions** from DOCKSTAR.

- DOCKSTAR will issue a unique "**Return Merchandise Authorization**" (**RMA**) **Number** for your return.
- DOCKSTAR will provide **Shipping Instructions** to help you properly package the Thruster to avoid damage during transportation for return.

#### 3) All items must be shipped **within 7 days of the issuance of the RMA Number**. The **RMA Number** will be voided if not used within 7 days.

### 3. Ship Product

- 1) Please make sure to follow the **Shipping Instructions** provided by DOCKSTAR to prepare the return for shipping.
- 2) Clearly mark the package with the **RMA Number**. Packages without an RMA Number may not be eligible for a refund.
- 3) You are responsible for returning shipping costs.

**Caution - Potential  
damage to equipment**

Failure to follow our **Shipping Instructions** may result in shipping damage that reduces the refundable value of the returned Thruster!

### 3. Refund Details Processing Time

- 1) DOCKSTAR will conduct an inspection and test the returned Thruster once it is received at our facility. Please allow up to 15 days for this phase.
- 2) DOCKSTAR will inform you of the refund amount based on the result of the inspection and test.

Refund Amount is calculated as follows.

- Purchase price of product
- Less **Restocking Fee, 20% of the original purchase price**
- Less any shipping costs DOCKSTAR paid
- Less any cleaning fees (if applicable)
- Less any repair charges (if applicable)

What Is NOT Refunded:

- Original shipping charges
  - Return shipping costs
  - Cleaning fees
  - Repair charges
  - Restocking Fee
- 3) Upon your agreement, the refund will be issued to the original payment method. If the refund date is more than 1 year after the original purchase date, the refund will be issued via ACH or by check mailed to your address, as our Payment Service Provider can no longer process it.

### 3. Defective Products

If you believe your product is **defective**:

- Contact DOCKSTAR immediately.
- Defects in materials and workmanship are covered under the 2-year warranty for standard/pleasure-use purchasers. See the "Thruster Limited Warranty Policy" for details.
- Warranty claims are processed separately from returns.
- Returns for defective products may be exempt from restocking fees at DOCKSTAR's discretion. Contact us to discuss your specific situation.

#### Contact Information

DOCKSTAR LLC  
www.dockstarthrusters.com  
info@dockstarthrusters.com  
360-930-6622