

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

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