



RETURN, REFUND, AND SHIPPING POLICY

DockStar Thrusters Guarantee:

1. Products with defects in material and workmanship are covered by our 1 year warranty. Please contact us at info@dockstarthrusters.com if you feel your product is defective in any way. We are proud of our product quality and we want you to be happy with your purchase.
2. Our 30 day return guarantee begins on the date the product is delivered.
3. Returns will be processed within 30 business days of the return arriving at DockStar.
4. Returned products must be:
 - Clean and free of dirt, sand, stains, or debris. Unclean or dirty returned products will result in a cleaning fee at the discretion of DockStar.
 - Undamaged. Products damaged through abuse, accidents or neglect cannot be returned. Any items found to be damaged will be assessed a repair charge. DockStar reserves the right to determine and assess the refundable value of damaged products.
 - Un-modified. Item must be in original condition and not modified or customized. Any items found to be modified will be assessed a repair charge. DockStar reserves the right to determine and assess the refundable value of modified products.
 - Complete with all parts and accessories shipped on the original order. Incomplete orders will receive a partial refund.
5. All returned products are subject to a 20% re-stocking fee.
6. Customers returning eligible products will receive a refund for the purchase price of the product, not including any shipping, cleaning, repair, or restocking fees.
7. To initiate the return process, contact us at info@dockstarthrusters.com to receive a "Return Merchandise Authorization" (RMA) Number.
 - All items must be shipped within five (7) days of the issuance of the RMA or the RMA will be voided.
 - Packages received without an RMA Number may not receive a refund.