



## Pro Marine Policies

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### Returns

Customers will receive 30 days to return parts accompanied by receipt, in unopened resalable condition. There are ABSOLUTELY NO RETURNS on electrical or used (installed) parts. This includes, but is not limited to wiring harnesses, CDI Boxes / Power Packs, Fuses, Relays, Switches, etc. Returns are subject to a 20% restocking fee. Obsolete or NLA (no longer available) and clearance part sales are final. The customer is responsible for all shipping costs to and from Pro Marine, unless there was an error on our behalf, in which we will gladly arrange freight at our expense. All returns must be accompanied by a completed RETURN AUTHORIZATION FORM. Please fill out the return authorization form completely and enclose with a copy of your receipt and the parts. A credit will be issued upon review and approval. In the case of an unauthorized return, the customer will be responsible for any freight charges and a refund will not be issued.

If you have a problem with an order or a question about a product, please contact us at [sales@promarineusa.com](mailto:sales@promarineusa.com) and a parts specialist will help you.

Electrical parts that have been determined to be defective will be replaced with the same part number only.

Refunds will be issued in the same form as the method of payment only upon approval and acceptance of product condition less any restocking fees. Please allow 30 days for your refund to be fully processed.

Refunds do not include shipping costs.

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### Payment

Pro Marine accepts, Visa, Mastercard, American Express & Discover Card for payment.

International orders are not supported by this web site at this time. Please fax inquiries directly to Pro Marine at +1-941-721-3010 or E-mail customer service.

When you place an order, you will receive a prompt online confirmation that your order has been received, including an order reference number. We suggest keeping your confirmation until you receive your order just in case you need to check the order status.

Features, options and specifications on any product pictured or described herein may vary from actual features and specifications on any product. Some pictures may show additional options, and/or equipment not included in the sale price. Changes including, but not limited to; colors, graphics, decals, specifications, and price are subject to change without notice. The weights, volumes and specifications contained in this web site are estimates. We disclaim any and all liability for errors or omission contained herein.

Pro Marine reserves the right to change the prices of its products when and as necessary, with or without notice.

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### Shipping

Orders received by 3:00 PM EST will be shipped the same day. However, orders placed after 3:00 PM will not ship until the following business day. If you are placing an order for GROUND delivery, please allow 3-5 business days for your order to be received. In the case of a back-order or substitution, you will be notified via E-mail and/or customer service will attempt to reach you via telephone. Please contact us immediately if your order is incomplete, damaged, or lost in transit. Replacement will be sent at no additional cost if Pro Marine or shipping carrier is at fault. The return policy may be applied to any order returned or canceled after shipment.

## **Shipping**

Shipping standards do not apply to failures caused by conditions beyond Pro Marine's control including, but not limited to, acts of God, riots, strikes, labor disputes, or disruptions in communication or transportation networks.

Pro Marine reserves the right to change the shipping method when and as necessary, with or without notice.

Registered users will be able to track their order status by visiting Your Account page.

We will ship to any UPS acceptable address. Pro Marine reserves the right to limit quantities and/or charge actual shipping charges on oversize packages based on weight and/or dimensions. In this case, you will be notified prior to any additional charges.

Freight charges displayed in the "Checkout" process for orders shipped to Alaska, Hawaii, Puerto Rico are based on estimates and are subject to change based upon actual weight and or dimensions of the products ordered. You will be notified via E-mail of any additional charges shortly after submitting your order.

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## **Sales Tax**

All orders shipped to a Florida address will be charged 6.5 % sales tax.

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## **Disclaimer**

Pro Marine reserves the right to change its policies and procedures when and as necessary, with or without notice.

The product information included on this web site contains proprietary information and all rights are reserved. This document may not, in whole, or in part be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form without prior consent in writing from Pro Marine, Inc..

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## **Warranty**

Pro Marines Limited Warranty

Pro Marine warrants the products it produces to be free from defects in materials and / or workmanship under normal use for a period of ninety (90) days after the date of original purchase. If in this ninety (90) day period a defect in the product should occur, the product may be returned for replacement, free of charge. Your sole remedy in the event of a defect in a product is limited to replacement of the product as provided above. Except as expressly provided above, Pro Marine, Inc. makes no warranties, either express or implied, with respect to consequential damages arising out of or in connection with the product. Income, profit or losses sustained as the result of injury (including death) to any person, or loss of or damage to property. Installation of these parts could adversely affect the motor manufacturer's warranty coverage. Pro Marine is in no way affiliated with any of the original manufacturers of the engines. Information contained in this web site is subject to inspection by all parties relying on it. No liability for its accuracy, errors or omissions is assumed by the seller. Pro Marine, Inc. can assume no responsibility for use or application by the user. Any cause of action brought about from the use of this web site or any of its products shall take place in Manatee County, Florida.

***All Products distributed by Pro Marine, Inc. carry their respective manufacturers warranty only***

ProMarineUSA.com  
5005 Hwy 41 North  
Palmetto, FL 34221



Original Invoice Number \_\_\_\_\_

## Return Authorization Form

Please fill out this form completely • Include a copy of your original receipt • Enclose with parts listed.

Be sure to pack your parts well and insure your shipment. Pro Marine will NOT be responsible for shipping damage on any returns that are packaged improperly.

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

\_\_\_\_\_ Work #: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Mobile #: \_\_\_\_\_

Date: \_\_\_\_\_ Contact: \_\_\_\_\_

Qty	Part #	Description	Price	Invoice Number

Reason for Return:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please allow 15 days for your refund to be fully processed.  
Refunds will only be issued in the same form as the original method of payment**

**The customer is responsible for all shipping costs to and from Pro Marine.**

There are **ABSOLUTELY NO RETURNS** on electrical or used (installed) parts. This includes, but is not limited to wiring harnesses, CDI Boxes / Power Packs, Fuses, Relays, Switches, etc. Electrical parts that have been determined to be defective will be replaced with the same part number only.



## **PRIVACY POLICY**

Pro Marine, Inc. respects your right to privacy. We will not share, sell or trade any personal information you provide while using this site to any third party without your consent.

### **Information Collection and Use**

Pro Marine, Inc. is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. Pro Marine, Inc. collects information from you at different points on our web site, including when you create a new account and when you make a purchase.

### **Registration**

In order to make purchases from this web site, we ask that you create an account. Creating an account requires you to provide contact information, such as name and E-mail address. This information is used to advise you of order status or to contact you if we have a question about your order.

You are also required to provide your billing and shipping addresses; this information is used for billing purposes and to fulfill your order.

### **E-mail**

All E-mail sent to Pro Marine, Inc. may be saved and are not confidential. Please do NOT send personal information, including credit card number and billing address, via E-mail.

### **Order**

When placing an order, we request financial information in the form of a credit card number and allow you to edit your billing and shipping information for that order. This information is then used to bill and process the order.

### **Cookies**

Pro Marine, Inc. uses cookies to enable your shopping experience. A cookie is a small text file that is stored on your computer if your web browser permits. Pro Marine, Inc. stores the following information in cookies: randomly assigned user identification numbers, your E-mail address, your nickname and your boat motor information. This information cannot be accessed by other web sites. These cookies enable us to identify you while shopping and allow us to maintain your shopping cart.

### **Use by Children**

Pro Marine, Inc. does not grant permission to children under the age of eighteen (18) years old to use our site. Children under the age of eighteen (18) may only use our site with parental or guardian participation.

### **Log Files**

We use IP addresses to analyze trends, administer the site, track your movement and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

### **Links**

This web site may contain links to other sites. Please be aware that Pro Marine, Inc. is not responsible for the privacy practices of other sites. We encourage you to be aware that when you leave our site you should read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement herein applies solely to information collected by Pro Marine, Inc.

## **Security**

Pro Marine, Inc. is committed to preserving the protection of your privacy and personal information.

When our registration/order form asks you to enter sensitive information, such as credit card number and/or billing address, that information is encrypted and protected with Secure Socket Layer (SSL) encryption software. While on a secure page, such as our order form, most browsers will display a lock or key icon on the status bar at the bottom indicating that the page is secure. Also, in the address window "http" changes to "https" on secure pages.

We maintain all of our servers behind a firewall. Firewalls help protect the information stored on servers from unauthorized computers.

Credit card information is encrypted before being temporarily stored on our servers. As an additional precaution; your credit card information is then deleted from the server once it is sent for payment processing, therefore you will be asked to provide credit card information for each order.

In addition to our use of SSL encryption and firewalls to protect sensitive information online, we also do everything in our power to protect user information off-line. All user information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Furthermore, ALL employees are kept up-to-date on our security and privacy practices. As new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure your information is protected. Finally, the servers we use for storing personal information are kept in a secure environment.

If you have any questions about the security at our web site, please E-mail us at [webmaster@promarineusa.com](mailto:webmaster@promarineusa.com).

## **Special Offers and Newsletters**

Established customers will occasionally receive information on products, services, special offers and newsletters. Out of respect for your privacy, we present the option to not receive these types of communications. Please see the Choice/Opt-out section below.

## **Choice/Opt-out**

You are given the opportunity to opt-out of receiving special offers, newsletters and other communications. We provide the opportunity to opt-out at registration and with each of these communications. For example, when you receive marketing/advertising E-mail, you have the option of being removed from the E-mail subscription list by updating your account which will be a link provided at the bottom of each E-mail.

## **Changes and Additions**

We ask that you please check our Privacy Policy from time to time, as we will be continually updating it with new information about your security.

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## **Web site Terms of use:**

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