



ELECTRONICS E-PROPULSION NAVIGATION HYDROGEN

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DOCUMENT TITLE

**H MARINE**

**RETURNS POLICY**

## RETURNS POLICY

This Returns Policy Agreement ("Agreement") outlines the terms and conditions for product returns to H Marine. By purchasing marine electrical equipment and services from H Marine, you agree to comply with the terms set forth herein.

### 1. GENERAL RETURNS POLICY

- 1.1. H Marine is committed to providing high-quality marine electrical equipment and services. We understand that returns may be necessary, and this Agreement establishes clear and fair guidelines for all customers.
- 1.2. Our returns policy is strict to maintain product integrity and quality. Please carefully review the following terms.

### 2. ELIGIBILITY FOR RETURNS

#### 2.1. Unopened Packages

- 2.1.1. Products are eligible for return only if they remain in their original, unopened packaging.
- 2.1.2. This ensures that the equipment retains its brand-new condition, suitable for resale.
- 2.1.3. Opened packages, products with broken seals, or items showing any signs of use, installation, or alteration will not be eligible for return or refund.

#### 2.2. Change of Mind

- 2.2.1. H Marine does not offer refunds or exchanges for purchases made due to a change of mind.

- 2.2.2. Customers are strongly advised to review their order carefully and confirm product suitability before finalizing a purchase.

### **2.3. Incorrect Quoting or Supply by H Marine**

- 2.3.1. In the event that H Marine supplies incorrect equipment based on a direct quote or specification provided by us, a full refund or replacement will be offered at no additional cost to the customer.
- 2.3.2. This includes situations where the equipment supplied does not match the specifications or requirements as outlined in our official quote or project agreement.

### **2.4. Faulty or Defective Products**

- 2.4.1. If a product is found to be faulty or defective upon receipt or within the warranty period, the customer must contact H Marine immediately.
- 2.4.2. H Marine will assess the reported issue. If the fault is confirmed, we will arrange for a replacement or refund in accordance with the manufacturer's warranty terms and conditions.

### **2.5. Custom and Special Orders**

- 2.5.1. Custom-made products or specially ordered items are non-refundable, except in cases where they are faulty or do not meet the agreed-upon specifications.
- 2.5.2. As these items are tailored to specific customer needs, they cannot be returned for change of mind or any reason other than confirmed defects or non-compliance with specifications.

## **3. RETURN PROCEDURE**

### **3.1. Requesting a Return**

- 3.1.1. To initiate a return, customers must contact H Marine within fourteen (14) days of receiving their order.
- 3.1.2. The return request must include:  
The original order number,  
Detailed information about the product(s) intended for return, and  
The precise reason for the return.
- 3.1.3. Our team will review the request and provide specific instructions on how to proceed with the return.

### **3.2. Return Shipping**

- 3.2.1. The customer is responsible for all return shipping costs, unless the return is a direct result of an error on the part of H Marine (e.g., incorrect item supplied or confirmed faulty product).
- 3.2.2. All returns must receive prior approval from H Marine before shipping.

- 3.2.3.** H Marine strongly recommends using a tracked and insured shipping method to ensure the safe and verifiable delivery of returned items. H Marine will not be responsible for items lost or damaged during return transit if an untracked or uninsured method is used.

#### **4. EXCLUSIONS**

- 4.1.** The following items are strictly not eligible for return:
  - 4.1.1.** Items that have been used, installed, or altered in any manner
  - 4.1.2.** Items returned due to a change of mind
  - 4.1.3.** Items returned without prior written approval from H Marine.

#### **5. WARRANTY CLAIMS**

- 5.1.** Many products supplied by H Marine are covered by a manufacturer's warranty.
- 5.2.** If a customer believes their product is faulty and wishes to make a warranty claim, they must contact H Marine. We will guide the customer through the manufacturer's warranty process and procedures.

#### **6. CONCLUSION**

- 6.1.** H Marine is dedicated to providing excellent customer service and ensuring that our products meet customer expectations.
- 6.2.** This strict returns policy is designed to protect both our valued customers and our business by ensuring that all returned products are in pristine, resalable condition.
- 6.3.** We encourage all customers to carefully review their orders and contact H Marine with any questions or concerns before finalizing their purchase.

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## **Contact Us**

If you have any questions or concerns about this policy, please contact us [here](#).