

Hydrasearch Return Policy

Contact your Hydrasearch Company, LLC customer service representative (information below) to obtain a Return Material Authorization (RMA) form. Original invoice number, purchase order number and date must be provided. Product returned without an RMA number may be refused or returned at the customer's expense. Hydrasearch is not liable for unauthorized returns.

Return Material Authorization (RMA)

- Authorization must be obtained prior to return
- RMA expires thirty (30) days from date issued
- One carton must include a copy of the RMA form to ensure prompt evaluation and possible credit on return
- If credit is applicable, credit may take up to thirty (30) days from receipt of the returned product(s)
- Returned merchandise transportation must be prepaid
- Merchandise must be securely packaged to avoid damage during transit
- All cartons must be marked with authorized RMA number (unmarked shipments will be refused by our receiving department)
- Returned goods should be shipped to the following address:

Hydrasearch Company, LLC
Returns Dept. RMA #_____
203A Log Canoe Circle
Stevensville, MD 21666

Nonconforming Products

- All product will be inspected and processed by our quality department for disposition
- Product(s) shipped in error and/or product(s) deemed nonconforming will be credited at the invoice price paid including freight charges for these items

Restocking/Unwanted Products

- All product will be inspected and processed by our quality department for disposition
- Restocking charge will apply at a minimum of 25% for all product returned for any other reason than Hydrasearch shipping and/or nonconforming errors
- Product(s) may not be returned unless they are in marketable condition. Any cost incurred by Hydrasearch to put product(s) in marketable condition will be charged to the customer.
- Product returned damaged/broken will be credited at a scrap value only
- Product returned to Hydrasearch must be prepaid freight at the responsibility of the customer
- Non-inventory product may or may not be authorized for return, based solely on the inventory requirements of Hydrasearch
- Special order product(s), or product that do not have standard requirements, are not eligible for return (*unless product is found to be nonconforming by our quality department*)
- Shaft Couplings must be in original, sealed cartons and in salable condition

Claims

- Claims for damage or loss in transit must be made by customer directly against the carrier. Hydrasearch is not responsible for freight damage
- Photographic evidence is required for all claims
- All claims for defective product or deficient orders must be made in writing by customer within thirty (30) days of receipt

Warranty Policy

Visit our website for the most up to date policies and warranties: www.hydrasearch.com

Hydrasearch Sales Representatives

Defense

Phone: 410.643.8900

Email: defense@hydrasearch.com

Recreational

Phone: 410.643.7145

Email: recreational@hydrasearch.com

Commercial

Phone: 410.643.7145

Email: commercial@hydrasearch.com