



## TROGEAR SAS

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## Return Policy

Returns are accepted within 30 days of purchase for a full refund. **The item must be in the condition in which it was received** and not have been subject to installation or use wear and tear including damage to the UV clear coat. A restocking fee of 15% could be applied if any damage has occurred. Shipping & handling fees are non-refundable except in the case where the item received was defective or isn't as described. If your item has a manufacturing defect in its materials or workmanship, returns are subject to our product warranty.

**Custom Bowsprits:** Bowsprits customised to agreed specifications cannot be returned.

We require the item to be returned in its original packing material. In the event of a hand delivery of the item, or an in person pick up, where no packing material was included, and no shipping and handling fee charged, shipping materials are at the buyer's cost. If you return or exchange a product by mail, we recommend that you ship your package with a carrier that can provide tracking and insurance. Trogear is not responsible for returned packages lost in transit.

**Any item returned from a country outside of the EU will be subject to a restocking fee of 175 Euros, which covers the cost of any customs related and bank fees we are charged.**

**We will issue a refund by the method used for your purchase within 5 business days after return of the product.**

Trogear reserves the right to update or modify the terms of the Exchange & Return Policy at any time.

Please call us at +33 (0)970 44 58 11 with any questions. Thank you.