



Shipping Guide & Return Policy

Terms and Conditions

Mabru Power Systems, Inc. shall be referred to as “Mabru” hereafter in this document.

Purchaser shall refer to the individual or company buying a Mabru Product.

Owner shall refer to the individual or company that possesses and retains 100% legal ownership of a Mabru Product.

A *Return Merchandise Authorization (RMA) Number* is assigned by Mabru.

Mabru retains the right to modify the *Shipping Guide & Return Policy* at its sole discretion, and the latest version is found on www.Mabrumarine.com.

Domestic Standard Shipping Policy

Shipping: Mabru typically ships orders within 1-2 business days after receipt of order confirmation, given all items are in stock. Shipping costs are the responsibility of the Purchaser unless otherwise specified. The Purchaser may elect to use its own logistics company and account for shipping. Mabru shall use the Purchaser logistics company of choice.

Partial Shipment: Mabru ships only complete orders. The Purchaser can request a *partial shipment* by sending a request to Sales via email sales@mabrumarine.com.

Delivery: The Purchaser is hereby instructed NOT to accept visibly damaged *shipping boxes* or packages from carriers. The Purchaser is instructed to refuse the delivery due to damage and contact Mabru immediately via email at sales@mabrumarine.com. Acceptance of visibly damaged shipping boxes or packages will become the responsibility of the Purchaser, and a claim will need to be filed with the carrier for reimbursement.

Inspection: If a product is found to be damaged after it is opened from its product box, the Purchaser should contact Mabru within 72 hours by reporting it to sales via email sales@mabrumarine.com. Photographs of the product box, along with areas of damage to the product itself, will be required, allowing Mabru to review color photographic evidence to determine the next steps. If the product is found to have a manufacturing defect, the Purchaser shall receive a

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product refund along with return shipping costs, only after the product is received and examined by the Mabru staff to determine that there has been no prior use or damage caused by improper installation. If the product is found to have prior use or damaged by improper installation, the Purchaser shall accept all risks and costs associated with return shipping and replacement order.

Mabru recommends purchasing insurance on all product returns to Mabru due to potential loss or damage during shipping. Refunds will be applied to the original form of payment unless otherwise agreed upon by both parties. Mabru is not responsible for damage incurred during shipping. The Purchaser accepts the risk of lost or damaged products during the shipping process.

Inaccurate or Incomplete Order: If a Purchaser receives the incorrect product or an incomplete order due to Mabru's error, return shipping will be refunded and the item replaced. The Purchaser should expect to receive the refund within 20 business days of giving the package to the return shipper. In many cases, a Purchaser will receive a refund in less than 20 business days. This time period includes the transit time for Mabru to receive the return from the shipper (5 to 10 business days), the time it takes Mabru to process a return once Mabru receives it (3 to 5 business days), and the time it takes the Purchaser's bank to process Mabru's refund request (5 to 10 business days). On returns of all electronics, serial numbers must match the serial number of the product originally shipped and will undergo inspection; if serial numbers do not match, a refund shall not be issued. If the contents of an order do NOT match the manifest, please call Sales and send a follow-up report to sales via email sales@mabrumarine.com. Mabru shall correct the issue in 1 to 2 business days, provided the product is in stock.

International Shipping Policy

Mabru can ship to virtually any address in the world and shall abide by the destination country's import regulations. Mabru is not responsible for products shipped and detained at customs due to international regulations. When a Purchaser places an order, Mabru shall estimate shipping and delivery dates based on the availability of the items ordered and the shipping options the Purchaser selects. Shipping charges can fluctuate daily, and estimated costs are not a guarantee of final charges. Mabru is not responsible for delays in shipping or costs associated with rerouted packages or storage fees due to undelivered items. Import duties, taxes, and charges are not included in the item price or shipping cost. These charges are the Purchaser's responsibility. Please check with your country's customs office to determine what your additional costs will be prior to buying. Mabru does not ship RV air conditioning units internationally.

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Shipping Units for Repair Service

The Owner shall first contact Mabru's Customer Service via email at support@mabrumarine.com, and Mabru shall review all details and reasons for shipping a unit to Mabru for service. The Owner shall then be given a Return Merchandise Authorization (RMA) Number. The Owner will be responsible for all shipping charges. The Owner will be responsible for all fees incurred due to shipping. The Owner shall accept all risks and costs associated with shipping. Mabru recommends purchasing insurance on all shipments to Mabru due to potential loss or damage during shipping. Mabru is not responsible for damage incurred during shipping. The Owner accepts the risk of lost or damaged products during the shipping process.

Returns

Owner may return new, unopened items within 30 days of delivery for a full refund, less shipping fees and a 25% restocking fee: NO EXCEPTIONS.

Processing Time Summary

Transit Time: 5 to 10 business days for us to receive the return from the shipper.

Processing Time: 8 to 15 business days to process the return once received.

Bank Processing Time: 5 to 10 business days for your bank to process the refund request.

Shipping Process Recommendations

Owners must ship their packages through a facility certified in shipping materials, such as FedEx or UPS. Please check with your local shipping facility prior to shipping to ensure they can ship large stand-alone packages. Mabru recommends purchasing insurance for all returned items in case of loss or damage during shipping. Below is a recommended step-by-step process to ship a package to Mabru.

Step 1: Pick Your Box

Use a box that's big enough to safely fit what you're sending. Use a sturdy box with enough room to

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add cushioning for fragile items and to prevent items from shifting.

Remember, size and weight, along with expedience, determine the price.

Step 2: Pack Your Box

Pack your box to protect your contents and make sure the box arrives intact. Tape your box so that it closes flat on all sides without bulging and reinforce the flaps with 2-inch wide packing tape. Whenever possible, use original undamaged packaging materials to protect contents.

Do not use cord, string, or twine.

TIP: Include a packing slip or a piece of paper with the destination address inside the box.

Step 3: Address your Package

The address format for a box is the same as for envelopes. Write or print address labels clearly. Use ink that doesn't smear and include your return address and ZIP Code for you and your recipient.

Use a permanent marker for handwritten addresses.

Step 4: Choose Courier Service

The best way to send your package depends on how quickly you want it to arrive and its size and weight.

There are several things to consider when choosing a shipping service.

- Package contents
- Destination
- Speed
- Shape, size, and weight
- Tracking

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- Insurance
- Delivery Confirmation receipts

Shipping Labels

Postal labels show mail handlers and carriers the mail service and extra services you purchase. Be sure to match the label to the mail service you buy.

Shipping Insurance

For particularly valuable items, you can insure your package.

Step 5: Calculate & Apply Postage

Correct postage helps your packages arrive on time. Shipping costs depend on several factors.

Make sure you're not underpaying on postage. When a package is sent without enough postage, it may be returned to you, or the person receiving it may need to pay the difference.