

Thank you for contacting EcoTech Marine's ("ETM") Customer Support. ETM's Service Exchange Program ("SEP") is designed to offer you, the Customer, a replacement part and/or unit ("part/unit") in exchange for your original faulty part/unit currently under the manufacturer's warranty.

The following guidelines shall be met by the Customer to participate in the SEP:

The Customer shall provide a valid credit card on which an ETM Customer Support Representative will complete a \$1.00 non-refundable authorization. ETM may attempt to charge no more than two Customer credit cards before denying Customer participation in the SEP.

The faulty part/unit shall carry a valid warranty (see the product Quick Start Guide), and an ETM Customer Support Representative will confirm the warranty validity.

The issue(s) experienced by the Customer with the part/unit MUST be manufacturing related and NOT related to Customer misuse; including but not limited to water damage and wear-and-tear.

The faulty part/unit shall be returned to ETM by the Customer within 30 days of the shipment date of the replacement part/unit. ETM will provide a prepaid shipping label, of which the Customer must use to return the faulty part/unit to ETM.

If ETM determines the Customer fails to meet these guidelines, ETM may deny Customer participation in the SEP OR ETM may charge the Customer's authorized credit card the full price of the replacement part/unit. Notification MAY or MAY NOT be given before a charge on the Customer's authorized credit card is completed.

Based on the sole discretion of ETM, if a faulty part/unit is determined to be water and/or significantly damaged, then ETM reserves the right to return all, part, or none of the faulty part/unit to the Customer. The Customer expressly agrees and understands that the faulty part/unit may be retained and/or destroyed by ETM without compensation to the customer.

ETM may remotely disable EcoSmart Live services on any device(s) for failing to abide by the above guidelines.

By providing ETM your Customer credit card information, you expressly agree to all terms and conditions of the SEP.

If you do not agree to these guidelines, then the SEP process will be canceled, and you must send the faulty part/unit to ETM using the RMA form on our located website at <http://ecotechmarine.com/support/request-service/>.

ETM may deny any Customer participation in the SEP for any reason, at any time.

ETM may change the above guidelines at any time, for any reason, without notice to the Customer.