

Return policy

At Green Marine Motors, we are committed to providing high-quality electric propulsion systems for boats. If you are not satisfied with your purchase, we offer a straightforward return process as outlined below.

1. Return Window

- > Customers have 30 days from the delivery date to return eligible items.

2. Return Conditions

- > Products must be unused and undamaged to qualify for a return.
- > If a product arrives damaged or defective, please contact us immediately. Different return conditions apply in such cases (see Section 7).

3. Return Shipping

- > If the return is due to a fault on our part (e.g., wrong item shipped, defective product), we will cover return shipping costs.
- > If the return is for any other reason (e.g., changed mind, incorrect order), the customer is responsible for return shipping costs.

4. Restocking Fees

- > No restocking fees apply to standard returns.

5. Exceptions & Non-Returnable Items

- > Custom motor systems and tailor-made items may be subject to different return conditions, as they may not be resellable. Please contact us for details.

6. Refund Processing

- > Once we receive and inspect the returned item, refunds will be processed within 14 days to the original payment method.

7. Exchanges & Replacements for Defective or Damaged Items

If a product is damaged upon arrival or develops a fault under normal usage, we offer:

- > Repair (if possible)
- > Replacement (if stock is available)
- > Full refund (if neither of the above options is viable)

8. How to Initiate a Return

To start a return, please email us at [your email address] with:

- > Your order number
- > The reason for the return
- > Photos (if the item is damaged or defective)

We will provide further instructions based on your request.

9. International Returns

We accept returns from any location we originally shipped to. If you received the product in a certain region, we will process returns from that same area.

10. Warranty Coverage & Returns

The return process is the same for all products, regardless of whether they are still under warranty. During the return request review, we will determine whether a repair or replacement is covered under warranty.

For any additional questions, feel free to contact us at:

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