



Warranty Policy & Procedures

Indel Webasto Marine USA

3400 Gateway Drive, Unit 107
 Pompano Beach, FL 33069
www.IndelWebastoMarineUSA.com

Warranty Service 954-984-8448/1-800-422-9711 x27	Fax: 954-979-2533 Sergio.Rosen@iwmarine.com
<p>WARRANTY PERIOD:</p> <p>Labor – One year as designated by Indel Webasto Marine USA on labor schedule</p> <p>Product – Two years parts (refrigerators, water heaters, safes)</p> <p>Product – Water heater limited 5 year warranty on inner tank</p> <p>Product – Danfoss Compressors limited 5 year warranty</p>	

Warranty Policy & Procedures

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WARRANTY COVERAGE:

A two-year limited warranty is given by Indel Webasto Marine USA (“IWMUSA”) to the original consumer-purchaser of any Isotherm by Indel Webasto Marine product or Isotemp by Indel Webasto Marine (“Product”) against defects in material and workmanship. This limited warranty **excludes** glassware, fuses, light bulbs, batteries, parts broken by misuse, customized parts, improper use or installation, transit damage, or acts of God.

Indel will provide for the service and/or replacement of defective parts at no charge at all authorized service locations for a period of one year from the date of original purchase of the product or of the original purchase of the boat on which it is installed. The original consumer-purchaser must pay all expenses incurred in making the equipment available at one of the service locations or for shipping any defective part directly to Indel. Indel will not be liable for any defects which arise by reason of transit damage, misuse, neglect or accident.

LIMITATIONS OF WARRANTY

Under the limitations of this warranty, Indel Marine USA’s responsibilities are:

- Limited to the repair or replacement (at Indel Webasto Marine USA’s option) of the defective part or assembly.
- In no event and under no circumstances shall Indel Webasto Marine USA be responsible under the Limited Warranty for any other charge whatsoever, including but not limited to charges or claims for labor, lost business, lost time, lost profits, loss of use, or any kind of incidental or consequential damages, however denominated or described. The remedy under this warranty is limited to repair or replacement.
- Coverage is within the Continental US only. All claims outside the United States will include the coverage of defective parts only. No other charges or obligations will be covered under this Limited Warranty including shipping, customs documentation or other costs incurred outside of the United States.

WARRANTY PERIOD

- **Labor** – One year as designated by Indel Webasto Marine USA on labor schedule – Any labor reimbursement must be pre-authorized by IMWUSA
 - **Product** – Two years parts (refrigerators, water heaters, safes)
 - **Product** – Water heater limited 5 year warranty on inner tank, for corrosion or manufacturing defect.
 - **Product** – Danfoss/Secop Compressors limited 5 year warranty
- An exchange of parts or product does not extend the warranty period***

Disclaimer of Other Warranties

This warranty is expressly in lieu of all other warranties either expressed or implied. All other warranties, expressed or implied, including any warranty of merchantability or fitness for a particular purpose, are hereby disclaimed and excluded.

Legal Rights

- This warranty gives you specific legal rights
- You may have other legal rights which vary from state to state
- Any legal actions will be limited to the jurisdiction of Broward County, FL.

CLAIM PROCEDURE

Before any repairs or replacement is initiated, contact Indel for a Repair Authorization Number (“RAN”) and Return Goods Authorization (“RGA”). Authorization MUST be provided in writing by email or fax to proceed.

The following information must be provided in order to obtain warranty service:

- Name, address and telephone number of the consumer
- Model and serial number of the unit
- Purchase date of the product or boat by the end consumer
- Make and model of the boat
- Description of the problem
- Name, address and telephone number of the dealer/service center

Claims must be made within 30 days of the completed repair

CONTACT INFORMATION FOR WARRANTY SERVICE

- Phone: 954-984-8448 / 1-800-422-9711 extension 27
- Fax: 954-979-2533
- Email: Sergio.Rosen@iwmarine.com

Indel Webasto Marine USA Warranty Service will provide customer support to identify the source of problems and work with authorized service centers to provide repair services and/or replacement parts. By contacting Indel Marine USA as the first step in obtaining warranty service, the consumer will be sure to get professional, authorized service for timely resolution of repair issues.



SERVICE INFORMATION FORM

Tracking Number: _____

3400 Gateway Drive, Unit 107
Pompano Beach, FL 33069
954-984-8448 / 1-800-422-9711

Fax: 954-979-2533
Sergio.Rosen@IWMarine.com
www.IndelWebastoMarineUSA.com

Boat Owner

Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____

Email Contact _____

Date of Form Completion _____

Boat Information

Model # _____

Hull # _____

Purchase Date: _____

Product Information

Model # _____

Serial # _____

Description of problem

Service Center (if other than boat owner)

Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Email Contact _____

Place of Purchase (if not installed by boat builder)

Name _____

Address _____

City _____ State _____ Zip _____

Purchase Date _____

RETURN PROCEDURE

- No return parts will be accepted without an **RGA** number clearly printed on the outside of the carton
- Return **ONLY** what has been included in the return authorization.
- **NO** credit will be issued for items not listed.
- **NO** returns will be accepted without a return authorization.
- All returns must be shipped prepaid, **NO COD OR COLLECT.**
- Indel Marine USA will not accept products that have been discontinued or special ordered.
- Be sure to properly package all returned items. Returns received by Indel Marine USA that are damaged due to improper packaging will be charged to the consumer.
- Ship via an **approved carrier** as indicated In the **RGA SHIPPING PROCEDURES**

RGA SHIPPING PROCEDURES

- All items must be packed properly to avoid any damage to the products. Please protect and support the flange on refrigerators with additional packing materials.
- Only Cruise 36, 42, 49 and 65 Standard refrigerators can be returned by **UPS, FedEx, DHL, or USPS** and **must be double boxed** in order to avoid damage. Please contact Indel Marine USA for details.
- All Cruise Standard refrigerators 85 liters and larger and all Cruise Stainless Steel refrigerators **must be shipped on a pallet by truck.**
- Customer is responsible for **ALL** shipping damage to product so be sure to pack and ship accordingly.

RGA RESTOCKING FEES

- There will be a \$60.00 charge for inspection and a restocking fee of 10% for any product being returned as defective and after inspection it is found to be in good working order.
- Restocking Policy: Products returned within 30 days in original, unopened carton are subject to a minimum restocking fee of 10%.
- Customer is responsible for ALL damage and missing parts on all products returned for repair, replacement, or credit. For example, if a converter or electronics box is missing, customer will be charged for replacement of missing items.

For questions concerning warranty policy, procedures, packaging and/or shipping methods, please contact Indel Webasto Marine USA by calling us at 954-984-8448/1-800-422-9711 extension 27, fax 954-979-2533, or e-mail Sergio.Rosen@IWMarine.com



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