

MARLON®

Return Policy

If you are not satisfied with merchandise you have purchased from Marlon, you may request a return within 30 days of receipt of your order. Marlon will expedite your exchange, repair, or refund to satisfy your needs.

PLEASE NOTE: shipping charges are not refundable

The following returns procedure must be followed to receive a refund:

- Contact our Parts Department 1-800-663-7367 for a return request and **Return Authorization** number. (Mon-Fri 8-5 PST)
- Merchandise **must** be returned to the Marlon Office it was shipped from.
- Proof of purchase, original or copy, must accompany all returned merchandise.
- All merchandise should be packed securely in the manufacturer's original carton if possible.
- Returns received after 30 days from authorization may be refused or subject to a minimum 20% Re-Stocking charge.
- Refused Shipments and Items returned without a **Return Authorization** will be subject to a minimum 10% Re-Stocking charge, Return Shipping Charges plus the current rate UPS refusal fee of \$12.00 for all shipments.
- Installed / Used product may be denied any refund.
- Merchandise may be returned to the Marlon Facility it was shipped from in person or shipped to us prepaid and insured at:

Marlon Recreational Products

Parts Department
7984 Venture Place
Chilliwack, BC, V2R 0K2

Marlon Recreational Products

Parts Department
965 Boulder Blvd.
Stony Plain, AB T7Z 0E6

Marlon Recreational Products

Parts Department
179 Cessna Way
St. Andrews, MB R1A 3N6

Marlon Recreational Products USA

Parts Department
26219 Mountain Hwy East
Spanaway, WA 98387

NOTE: Merchandise covered by manufacturers' warranty must be sent directly to the manufacturer for replacement or repair.

Changes To Your Orders:

Customers may make changes to your order, provided that the order has not yet been processed. If items have processed no changes can be made to the order and our normal returns policy will apply. Please contact our parts office (Mon-Fri 8-5 PST) with any order change requests and please have your order number available when calling.

Cancellation Policy:

To cancel your order prior to processing, please contact our parts office during our normal business hours (Mon-Fri 8:30-4 PST). Provided your order has not yet been processed, there is no fee to cancel an order. If items have processed, then our normal returns policy will apply. The customer is responsible for return shipping costs, and all items must be returned in new condition.