

DockCraft Industries LLC

90 - Day Guarantee

Customer satisfaction is the foundation of our success.

DockCraft Industries LLC customers are overwhelmingly satisfied with their selection of our products. To back this claim, we offer a 90 – Day Money Back Guarantee.

If you are not satisfied with your purchase; you may return it and we will refund your purchase price on the products returned. Return shipping and restocking fees may apply,

Returns:

If you wish to return your purchase within 90 days; please contact us via email at info@dockcraft.com.

Please include your order number, what you wish to return and the reason for your request.

We will then provide you with a Return Material Authorization # (RMA#) which must be located on the shipping label of the returned goods.

Return shipping costs are the responsibility of the customer and are not refundable.

If you wish, we can provide a return shipping label to you. The cost of this will be deducted from your refund.

To receive a Full Credit on your return:

The product must be in the original purchase condition, unused and packed as received in the original packaging to include all materials, instructions, and inserts.

For returns that do not comply with the Full Credit requirements, a restocking fee of up to 20% may apply. To minimize this restocking fee, please package your return such that all straps are “rolled” and taped such that the straps do not unroll. Also please pack such that the metal parts do not come in contact with each other to prevent rubbing during shipment (use foam sheets, newspaper, plastic wrap, cardboard, etc.).

We will not accept returns where the product / item returned has been modified.

Freight Damage

Although freight damage is very rare, your products are fully insured against freight damage. Should freight damage be determined, contact us for instructions immediately. Please keep all packaging materials and the Packaging List / Shipping Label.

Your order will be replaced free of charge.

Warranty Policy

DockCraft Industries LLC warrants your product against defects in materials and workmanship when used for the intended purpose of holding kayaks / SUP's under normal use and conditions.

Any dis-assembly, unauthorized alterations or improper assembly damage will also void this warranty.

The warranty is valid for one year on parts for the original owner only and warranty begins from the date of purchase.

DockCraft Industries LLC will provide a replacement part or replace the unit (solely at the discretion of DockCraft Industries LLC) at no charge for any part found defective in material or workmanship during the warranty period.

Under no circumstances will the manufacturer be responsible for damages or failures that occur as a result of improper use, assembly, or failure to adjust and operate the storage rack correctly (per manual). Cosmetic defects are not warranted.