

Lifetime Manufacturer's Warranty - ULTRAnchor

Within :

-ULTRA Marine West offers lifetime warranty against any material defects, bending, breaking, cracking and/or rusting provided the anchor was sized appropriately for the boat, based on the official ULTRA Anchor sizing chart (as published by the manufacturer and up-to-date at the time of selection) and the anchor is used as per ULTRA Anchor User's Guide.

-This warranty is valid for the lifetime of the original purchaser and is non-transferable.

Exclusions :

- Faults and damage caused by not using the recommended anchor size as per ULTRAnchor sizing chart as published by the manufacturer and up-to-date at the time of selection.

-Faults and damage caused by using the anchor outside of the ULTRA Anchor User's Guide.

-This warranty is limited to claims related to the ULTRA Anchor only. Other faults, damages and casualties related to using anchor are not covered by the warranty under no circumstances.

- The purchaser will cover the transport costs for the old anchor and the replacement anchor.

Warranty Claim :

-To lodge a warranty claim, please contact the reseller you purchased the anchor from and email the manufacturer: warranty@ultramarine.com.tr

-Please indicate all below information with your warranty claim,

-Anchor serial number.

-Anchor size.

-Copy of the Invoice.

-At least one photography showing any areas of concern.

-Type of your boat, length and loaded weight.

-Detailed report explaining how the damage occurred, date and precautions to avoid damage.

-Anchoring areas and ground type.

-Weather conditions.

- If the anchor is faulty (or damaged) and after receiving confirmation email from warranty@ultramarine.com.tr , you can return the anchor to the reseller. The reseller will replace the product if available, or if replacement is not possible, give refund of the purchase price.

-All freight cost during replacement must be covered by the purchaser.

Note : This Warranty does not affect any statutory rights under any consumer guarantees at law or other legislation applicable to the place of sale which may not be excluded or limited.

Return Merchandise Authorization

Return Policy :

New items unopened and/or unused in new condition :

If returned within 90 days full refund not including any shipping or taxes.

Within one year 15 % restocking fee not including any shipping or taxes.

After one year 50 % credit towards the purchase of ULTRA Marine West products.

Please contact ULTRA Marine West before returning any item. All products must be returned to 8700 Warner Ave #160, Fountain Valley, CA 92708 and inspected by ULTRA Marine West to confirm new condition suitable for sale as new.

Discontinued items will be consider on a case by case basis.

RMA Request Form

Return Merchandise Authorization

ALL returns/exchanges must have an assigned RMA number.

Upon completion of this request form, an RMA number will be assigned by our customer service department via an email along with further instructions.