



MARINE ELECTRICAL
P R O D U C T S ®



417-588-3128



www.marine-electrical.com



1401 Tower Rd
Lebanon MO 65536

Marine Electrical Products holds our customers in high regard with customer satisfaction being the number one priority for our team. With that being our goal, we pride ourselves with a dedicated quality/return department that aims at providing the information and improvements our customers deserve. The policies below are a general overview of the return process and note that some circumstances may be unique and may not be expressed in this document.

Marine Electrical will accept any product to be returned if it is within the return period (refer to the warranty policy). All products returned must be returned in the same condition as they were shipped to eliminate any further damage occurring to the product. If shipping damage occurs due to neglecting this policy, MEP may not credit the product.

To start a return please review the steps below:

1. Contact your Customer Service representative including information of the defect, part number, date of part, photos, and whether credit or re-work/return is needed.
2. Quality personnel will receive notification of the request and will decide whether a return is necessary or if the information provided was adequate to perform an evaluation.
3. If product is to be returned it will be sent back to 1401 Tower Rd Lebanon MO 65536 marked ATTN: Quality and the RGA # clearly written on the box.
4. MEP holds the right to deny credit on the following reasons.
 - a. Damage does not lend itself to MEP production processes.
 - b. Part is within MEP specifications (may be provided upon request)
 - c. Not an MEP supplied product
 - d. If changes were made to the product after earlier shipments, MEP will charge the cost difference.
 - e. If product has had components removed from it
 - f. Product was altered/worked on by customer personnel trying to repair without prior communication.
5. Once the product is returned MEP has 30 days from arrival to note the evaluation, find root cause, and define corrective action (if necessary)

We are always determined to provide outstanding products, the best way to achieve this is for our customers to let us know of an issue that needs to be addressed.

Submit return requests to: Orders@marine-electrical.com

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