

Terms and Conditions

This document reflects the policies of NGC Marine Products, Inc. It is effective immediately when published and may be changed at any time without notice. All sales are final. No returns unless authorized by NGC Marine Products, Inc. (in the following called the Company).

Charges and Payments

All payments and prices are in \$US. 50% of the total (shipping cost not included) is due at the time of ordering (to be submitted with order). Remaining 50% plus shipping cost is due before shipping. Shipping cost may not be known before shipping, if so, shipping cost will be charged immediately after shipment when the full amount is known. If shipment took place in smaller portions, all shipping cost will be charged no later than after the last part of the order is shipped. Shipping cost to the original address specified by the buyer (customer) is non-refundable regardless of circumstances.

Engineering time is charged for research, calculations, projections, preparation and presentation of technical information requested by the customer. The hourly charge is indicated in the proposal if one is submitted otherwise it is \$75/hour. This is not a design engineering charge, charges for custom designed parts are subject to separate agreement. The normal procedure is that the cost of designing products is paid for by the Company if the products are to be made available to subsequent customers.

Pricing

System and component prices may change without notice. The only accurate and final pricing is indicated in the NGC Order Form that is published on our website, www.ngcmarine.com. Any other pricing information on or off our website may be inaccurate and therefore not valid at present time. Always consult the Order Form published for final pricing.

If an Order Form was downloaded some time ago, it may not contain up to date prices on systems and components and is therefore invalid. ALWAYS download the latest Order Form on the day of ordering.

Return Policy

It should not be necessary to return a system that has been delivered. The standard systems are well documented with installation instructions and information available on our website. For custom or semi-custom systems, final drawings and sufficient installation information will be submitted ahead of delivery. This documentation will replace all previously submitted documentation, including any proposal descriptions. This documentation is for the approval of buyer and installer. In case no objections are forwarded to the Company, the system is considered accepted and will be delivered as presented in the documentation submitted.

In case the Company authorizes return of a complete system or components thereof, certain fees (typically 20% of value) will be deducted from the payments received from buyer. These fees depend on whether the components are standard or custom designed for this particular system. The latter group usually includes such components as chargers specific to the battery bank or special generator interface parts (transformers, rectifiers etc.) for generators supplied by buyer or a complete custom generator set, not normally marketed by the Company and therefore difficult or impossible to re-sell.

The usual procedure in the industry is to offer an update or rebuild free of charge before a return is accepted. If this is refused, full restocking fees are applied when system components are returned and evaluated.

Charges for engineering time are non-refundable and will be deducted in full from amount refunded. Any travel expenses associated with engineering time will also be deducted.

After the return, the Company will inspect and test the equipment, in extreme cases, we may have system components inspected by independent experts, e.g. a registered PE (Professional Engineer) or other authority in the field, if functionality, quality and/or safety of the systems or components were given as reasons for the return, especially if these reasons were unsubstantiated. Any fees for such inspections will be charges to the buyer in the form of a fee deducted from any refund. Cost to replace damages to the system or any other components will be charged to the buyer returning the equipment to the Company. Any damage not reported immediately by the recipient at the arrival at his or installer's address (destination address on record with the Company), will be considered as inflicted while in the buyer's and/or installer's possession.

We regret to have to maintain such stringent policies, but it has been proven to be necessary to keep prices at an affordable level. Each system is typically ordered to arrive timely to fit in with the customer's schedule, unfortunately it may not always be possible to accomplish this, so we do keep stock of most popular systems.

Orders Canceled

Normally cancellation of orders for electric propulsion systems and accessories is not accepted. In special circumstances and if determined by the Company, cancellations are accepted and the following rules apply.

For orders canceled after product has been purchased or delivered from our suppliers there will be a restocking fee of 20% of the amount deposited at the time of purchase. If the order is canceled before our orders have been placed with our suppliers (very unusual, since we order ahead of time or immediately after receiving orders), only the fees that the credit card company charges. If other form of payment was used, it depends on the fees charged. If any work has been done by the Company, a fee of US\$ 75.00 / hour will be added to the charges.

Any other cases, or in general, the refund will be 80% of the payment made before the cancellation.