

Dealer Warranty & Returns

Terms · Returns window · Claims

The terms below apply to every genuine Northwind part supplied through an authorised Northwind dealer account.

WARRANTY

Genuine Northwind parts carry a 24-month parts warranty from the date of dealer invoice, extended to 36 months when the part is fitted by an authorised Northwind service dealer and the fitment is recorded against the hull. Warranty covers defects in materials and workmanship. It does not cover wear items, impact damage, corrosion arising from an incorrect anode specification, or any part fitted outside its stated rating.

ITEM	SPECIFICATION
Standard term	24 months from dealer invoice
Fitted by a service dealer	36 months, recorded against the hull
Excluded	Wear items, impact, incorrect specification, over-rating
Transfer	Follows the hull on sale when the fitment is recorded

RETURNS

Stocked parts may be returned within 30 days of invoice, unused and in the original packaging, for full credit less a restocking charge where the packaging has been opened. Special-order and non-stocked parts are not returnable once the order is placed. Electrical parts are not returnable once fitted.

ITEM	SPECIFICATION
Returns window	30 days from invoice
Condition	Unused, original packaging
Special order	Not returnable once placed
Electrical	Not returnable once fitted

CLAIMS AND DEALER SUPPORT

Raise every warranty claim through your dealer account before removing the part where that is practical; photographs of the failure in situ materially shorten adjudication. Retain the failed part for 90 days from claim submission. Stocked parts ordered by 3 PM CT ship from the Gulf Coast distribution centre the same day.

ITEM	SPECIFICATION
Claims	Through your dealer account
Evidence	Photographs in situ, plus hull and engine hours
Part retention	90 days from submission
Same-day cut-off	3 PM CT, Gulf Coast DC

Northwind Marine dealer support · Stocked parts ordered by 3 PM CT ship from the Gulf Coast distribution centre the same day. Issue 26 July 2026.