

Parts Warranty and Return Policy

Effective February 12, 2025, Marvair Group is modifying our Part Returns Policy as set forth below. We appreciate your understanding and cooperation.

MARVAIR 90-DAY DOA WARRANTY:

You can request to return your part for an exchange or credit up to 90 days from date of shipment if the part is deemed defective on arrival "DOA". Proof of purchase from Marvair is required for all returns. Products sold on a "Final Sale" basis cannot be returned.

Items that do not fall under the DOA Warranty must send in a return request within 30 days of shipment. There will be a 30% restock fee applied on all returns, and the customer will be responsible for the shipment back to Marvair. The item must be received in new and unused condition for the credit to be applied.

Final Sale Products. Products sold on a "Final Sale" basis include:

- Custom items
- Non-stock items
- Items Marked "Non-Cancellable" and/or "Non-Returnable"
- Kits
- Boards

Returns Process. Contact our [Parts Team](#) to initiate a return request.

Documentation needed upon request:

- Customer purchase order number or Marvair Group order number.
- Reason for return.
- Photos of the products you wish to return.

When returning a product, please do the following:

- Carefully package the item(s) and include the packing slip with the RMA Verification Report provided by Marvair Group.
- Please prepay shipping if requested by Marvair or if a shipment label was provided, please coordinate with the carrier for pickup.
- For assistance with returns, call Marvair Customer Service at 229-273-3636 ext. 2101.

Brand Portfolio:





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- **Marvair Part Order Cancellation Instructions.** Due to the speed we fulfill your requests, we are unable to cancel orders for immediate shipment. If your order is backordered or not shipping for two or more business days, please contact [Marvair Group Customer Service](#) and we will do everything we can to accommodate your request.

Brand Portfolio:

