Newport Warranty Documentation

How to make a claim? Newport is an online electric motor and inflatable boat brand, meaning we will require a completed warranty claim submission of photos and videos of the damaged parts. More time than most, the damages are minor and simple to repair with the right guidance. Our support team will do our best to tackle the issue at hand and resolve via online support. Newport will not replace any parts/products without seeing photo or video content of the claimed damages and proof of purchase within the warranty coverage. All warranty claims, for parts or service, require a warranty claim form to be completed and an RMA (Return Material Authorization) to be created for return of the original product.

Two Year Limited Warranty, Non-transferrable, restricted to original owner.

- We guarantee that each new electric trolling motor (hereinafter to be referred to as the "product") is free from defects in material and workmanship.
- If your product arrives in a badly damaged box, please notify Newport immediately.
- This warranty applies only to defects in material and workmanship, it does not apply to normal wear and tear, or to damage caused by:
    - Neglect, abuse, lack of maintenance, accident, abnormal or improper use, improper assembly, or failed repair attempts.
    - Use of an accessory or part neither manufactured nor sold by us.
    - Alteration or removal of parts.
    - Commercial use of any kind.
    - Improper protection against UV-light.
    - Extended or improper exposure to the elements; sun, water, moisture, or humidity.
    - Our website and our customer support team are the best source of care and information for your Newport product. Read our Resource Guides to learn recommended use, as well as proper cleaning and storage procedures.
- This warranty does not cover any incidental or consequential costs or expenses of any kind. Examples of these may include but are not limited to; Haul-out, launching, towing transport storage charges, telephone, rental charges, inconvenience, waste of time, income losses, or any other incidental or consequential damages.
- The customer must provide reasonable access to the product for warranty service by delivering the product for inspection to a dealer authorized by Newport to service the purchaser's product.

    - Newport reserves the right to (and may) request detailed photographs and video documentation of all warranty claims. The Customer is required to follow and abide by all warranty claim documentation & processes that are requested by Newport.
    - If a purchaser cannot deliver the product to such authorized dealer, the purchaser shall notify the company in writing.
    - The purchaser shall pay for all related transport expenses and/or any other expenses associated with that service.
    - Any product or part shipped by the purchaser for inspection or repair must be shipped with transportation charges prepaid.
- The obligation of Newport under this warranty shall be limited to repairing a defective part, or at our discretion, replacing such part or parts as shall be necessary to remedy the malfunction resulting from defects in material or workmanship as covered by this warranty.
- We reserve the right to improve the design of any product without assuming any obligation to modify any product previously manufactured.
- Each Purchase is entitled to one warranty claim submission and approval, once the claim is processed and approved, the Purchase is no longer eligible for future warranty claims.
- Products purchased from unauthorized retailers are not covered by this warranty such as 3rd party Amazon resellers, eBay resellers, or other liquidators.
- Products purchased in a condition other than “New” are not subject to this warranty policy. Examples of product conditions that are not subject to this warranty policy include but are not limited to; "Refurbished", "Renewed", “Like New” or "Used".
- Each warranty claim is handled on a case-by-case basis.
- The warranty covers the replacement parts, or unit replacement as deemed necessary by the company, and does not cover shipping,
- The warranty is a product of the United States and applies to products in the United States (Lower 48 states only).
- Product life cycle:
    - Every Newport product has a useful product life cycle. The length of that useful product's life cycle will vary depending on the maintenance and care the product receives, the amount and type of use the product is subject to over its life, and sometimes more importantly how the product is stored when not in use.
    - Our website and our customer support team are the best source of care and information for your Newport product. Read our Resource Guides to learn recommended use, as well as proper cleaning and storage procedures.

The contact details are as follows: 866-721-0002