

R and S Mobile Marine Service Policies and Procedures

INVOICES ARE PAYABLE UPON RECEIPT:

Invoices are sent via email and are payable upon receipt. It is your responsibility to check your mail for your bill. If you prefer an added method of invoice notification, please let us know. We allow a 10 day "grace" period on invoice payments. If you need a payment plan; or have any questions / disputes about your invoice, you must notify R&S Mobile Marine Service within that grace period to avoid a \$25 late payment fee and or storage charges! If a payment plan is needed, just let us know! We will work with you! Invoices unpaid following the grace period will incur a late payment fee of \$25.00. Vessels remaining on our service lot after 10 days of sent invoice will be charged storage fees of \$1.75 PER FOOT PER DAY

R and S Mobile Marine Service strives to get our customers back on the water as safely and as swiftly as possible. Due to lack of space; it is IMPERATIVE that repaired boats / trailers be picked up in a timely manner so that we may continue to service other customers. **MOBILE SERVICE INVOICES**: Mobile Services Customers are required to provide a valid credit card before a mechanic can be sent.

PREVENTIVE MAINTENANCE CUSTOMERS ARE AUTO PAY MONTHLY.

If for some reason your invoice is higher than your average monthly payment; we will contact you before charging you. Otherwise, PM Services are charged on or about the same day every month. **SERVICE POLICIES: Added Work / No Surprises Policy** R&S Mobile Marine Service is a family company; and strives for 100 % satisfaction. To ensure that goal, and to help keep your costs down, we will only perform the service requested and note any areas that may need further attention. You'll receive no surprise bill for unplanned service. If service has been performed and you have an open invoice, you must pay that invoice before a new service can begin. Our maintenance program is scheduled on work requested. When work is added to an open invoice, it raises your costs, and forces us to push our other customers back on the schedule.

INSPECTIONS:

("CHECKOUTS") Mechanics rates are \$110.00 Per Hour and begin as soon as the technician begins your service order. For Mobile services, the time starts once the technician is in route.

A MINIMUM REQUIREMENT: ALL VESSELS receive a CHECKOUT INSPECTION before beginning service. There is a 1 hour charge for this. If you choose for us to perform your service, we will only charge ½ an hour. If you choose for us not to perform the service, you will be billed and are responsible for the checkout + tax. **NOTE: Estimates, Appraisals, Systems or Battery checks etc.;** are all at

Mechanics Hourly Rate. If you ask a mechanic who is performing a service on another customer's boat to STOP so that he may go to your boat to "Check Out" or "Just take a look at" something on your boat, you will be charged Over Time Rates. If you are requesting IMMEDIATE Repair Service, you will be charged Over Time Rates.

ESTIMATES:

Estimates are billable at 1 hour! *If the Motor Numbers are known; an estimate can ONLY be given on Parts and Materials costs and "Average" labor hours for that service.

PARTS AND MATERIALS:

R & S Mobile Marine Service will supply Materials and Labor up to \$1,500.00. Once that cap is reached

you will be required to make payment before further service can continue. R & S Mobile Marine Service will provide a "Window" of time that it will take to begin service on your boat; IE; 3-4 Days, Weeks, Etc. This window is agreed upon at time of signature. If you cancel the Service Requested, you are responsible for materials purchased per that request. R AND S BACKS ITS WORK : It is the responsibility of both the customer, and R & S to ensure satisfaction. There is a (30) day warranty from

date of completion of service; not from the day of pickup. If there is an error of any kind on our part, R & S will absolutely correct it. We will work with you on Labor hours but customer

is responsible for 100% of materials costs.

MATERIALS WARRANTY:

We will provide the new materials, but the customer is responsible for the Labor.