

# **Maven Marine Electric, LLC**

## **Service Agreement & Customer Registration Form**

Thank you for choosing Maven Marine Electric. Please complete and return the following service agreement. If you are unable to complete and return electronically, contact us for other arrangements. Upon receipt of the completed service agreement, you will be scheduled for and notified of the earliest available service date.

### **Rates, Terms, and Conditions**

**Rates** are billed to the nearest ¼ hour. There is a 1½ hour minimum charge for onboard service:

- Onboard and/or shop labor (including travel) will be billed at \$150.00 per hour.
- Surveys (including travel and survey report writing) will be billed at \$180.00 per hour.
- Emergency labor (including travel) will be billed at \$250.00 per hour. This rate will ONLY be in effect with prior notification and authorization of the customer.

**Travel** time is from I-95 in Jupiter (Indiantown Road) to vessel and back.

Additional fuel charges apply to work outside of Palm Beach, Broward, or Martin counties.

Out of town travel charges include travel time, travel expenses (airfare, lodging, meals, car rental, etc.) billed at cost plus 5% admin fee, and a \$100 per night OTF (Out of Town Fee). There is an 8 hour minimum labor charge per day for out-of-town service including travel days.

**Materials** furnished by MME are priced as retail unless otherwise specified. Special order materials may require a 50% deposit at time of order. Special order vendor return/refund/restock policies are extended to the customer. Customer is responsible for all applicable freight charges.

**Estimates/Proposals** are provided upon request. The time required to inspect the vessel, compile information, and prepare estimates is billed at the standard labor rate. Estimate labor charges will be waived or credited toward the estimated work upon receipt of approval and deposit. Proposals offer fixed pricing on larger projects with well-defined work scopes.

**Authority.** The person signing this agreement warrants to MME that they have the authority to do so as either the owner or as a representative of the owner.

**Standards Compliance** in conformance with the electrical standards described in the “Standards and Technical information Reports for Small Craft” published by the American Boat and Yacht Council, Inc. (ABYC) shall apply to all work performed unless otherwise specified.

**Scheduling** will be handled on a first come first serve basis. Please provide at least 48-hour notice for cancellations or postponements.

**Invoices** are due and payable upon receipt. Progress billing is weekly unless otherwise specified. Outstanding invoices may result in work stoppage until paid.

**Payment.** All customers are asked to provide a major credit card which will be preauthorized for \$1,000. Please arrange for payment via your preferred method within 10 days of invoice receipt. Invoices outstanding for 15 days will be charged to the card provided on page 4.

**Equipment Warranty** is the sole responsibility of the manufacturer. MME will provide warranty information and claims assistance upon request for products provided by MME.

**Service Warranty** of MME work is for one year from the completion of work. This warranty does not apply to damage or defects caused by negligence, corrosion, or post-work modifications. This warranty does not include travel time or expenses. MME is not liable for consequential damages resulting from its work.

## Billing Information

Owner/Company Name \_\_\_\_\_

Authorized Agent Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone #'s \_\_\_\_\_ ; \_\_\_\_\_

Email(s) \_\_\_\_\_ ; \_\_\_\_\_

## Account Preferences (check preferred)

Contact:            Phone            Email            Text

Invoice Delivery:            Email            USPS

Payment:            CC            Check            Zelle            Wire            Cash

Allow review and approval of invoice prior to charging CC provided

## Vessel Information

Vessel Name \_\_\_\_\_ Vessel HIN \_\_\_\_\_

Year \_\_\_\_\_ LOA \_\_\_\_\_ Builder \_\_\_\_\_

Vessel Location \_\_\_\_\_

Access Instructions \_\_\_\_\_

Captain: Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Engineer/Other: Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Requested Service:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

## Credit Card Authorization

Date \_\_\_\_\_

I, \_\_\_\_\_, hereby authorize Maven Marine Electric, LLC to preauthorize/charge my credit card for products ordered and/or services rendered.

Name (as it appears on card) \_\_\_\_\_

Company Name \_\_\_\_\_

Credit Card Number \_\_\_\_\_

Exp. Date (MM/YYYY) \_\_\_\_/\_\_\_\_ Security Code (CVV) \_\_\_\_\_

Billing Address (if different than address provided on page 2)

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Authorized Signature \_\_\_\_\_

- If you prefer not to send your CC info electronically, please sign this page and provide the CC info via phone.
- A pre-authorization of \$1,000.00 is required prior to service work. This may result in a funds hold for debit card users.
- Outstanding invoices will be charged to credit card 15 calendar days after invoice date regardless of payment preference selected on page 2.