



WARRANTY PROCEDURE

Effective: 8/1/22

Avalon & Tahoe will continue to provide you with outstanding products that require minimal warranty service. However, in the event of a problem we want to make sure it is handled quickly and accurately. Please help us by following the procedure below:

DEALER MUST SUBMIT AN ONLINE WARRANTY REGISTRATION USING THE DEALER PORTAL WITHIN THREE (3) DAYS OF THE BOAT SALE DATE. In addition to the online registration, it is mandatory for all dealers to review the "New Owner Advisory Checklist" with the consumer before or at the time of delivery. Once the dealer has submitted a warranty registration the consumer will be emailed another copy of the warranty (that you should have already previously provided to the consumer) and a duplicate copy of advisory checklist to sign electronically. Warranty registration will only be complete once the consumer's signatures are in the DocuSign system and must be received within 30 days of purchase. Warranty service will be refused for any boat not properly and timely warranty registered as set forth above. You should make certain your customers know that they need to timely acknowledge receipt of the warranty to obtain the benefits of the warranty.

100% compliance with the warranty registration process is mandatory in order for each dealership to remain in good standing with A&T.

It is expected that every dealer investigates and evaluate all defects reported by your customers by physically inspecting the boat in person either at the dealership and/or at another mutually agreed to location.

1. **PLEASE DO NOT HAVE CONSUMERS CALL US!** This creates communication problems. We pay you your shop labor rates to solve warranty problems so that you can provide outstanding service. We cannot see their problem, or fix it, from here. If the repair requires our involvement, we depend on you to contact us to work out the solution.
2. **WARRANTY PARTS** - call your regional Customer Service Representative to order required parts. You must identify these parts as warranty parts. A Serial number and description of the problem along with photo evidence is required. In some instances, we may request that failed parts be returned for evaluation that process is described below. In most instances you should legally dispose of any defective parts that we have approved replacing. Under no circumstances should any part the was the subject of a warranty claim be reused or resold. You will be sent warranty replacement parts at no charge.
3. **RETURN PARTS** - If we need the defective part returned, we will provide you with an RMA (Return Materials Authorization) number. You can return parts on our truck with a pre-approved RMA. RMA's returned on our trucks will be provided with a one-time opportunity for pickup. If the part is not returned on the scheduled truck, you will be invoiced for the



replacement part and no future credit will be given if the part is returned at a later date. It is the dealer's responsibility to ensure that the part(s) are properly cared for and packaged for shipment with the RMA number clearly identified on the outside of the part. In the event that parts are damaged during return shipment, credit will not be provided for the part in question.

4. **LABOR – If the repair is expected to cost over \$1,000 in dealer charges**, you are required to provide a written estimate to receive authorization through your Customer Service Representative to conduct the necessary repair. You are not permitted to conduct any repair work until the estimates are confirmed and the pre-approval process is complete. Photo evidence of the problem is the best way to communicate the issues to our Customer Service team.
5. There may be times when we will feel it necessary to provide the repair directly at our facility. We will advise you of the alternate procedure at that time.
6. **PROCESSING** – Once the warranty work is approved you need to conduct the repair as soon as possible to get the customer back on the water. Once the work is complete, please fill out and submit the warranty claim form (*an electronic version can now be found on the dealer portal*) for reimbursement. Please include the serial # and model name on all claims. **CLAIMS WILL NOT BE PROCESSED UNLESS A DESCRIPTION OF THE PROBLEM AND SOLUTION ARE COMPLETELY DESCRIBED.** We will make every attempt to pay your claim within 45 days of receipt.
7. As part of the NMMA CSI program, we may call consumers and audit warranty claims to ensure complete customer satisfaction with the work performed. We take your customer's satisfaction ratings very seriously and they are taken into consideration in decisions regarding dealership renewals, and terminations. Please do us both a favor by doing everything you can to assure your customers are satisfied with our boats and your service.

APPROVAL CRITERIA

1. Subject to our then applicable maximum rates, we will pay your normal shop labor rates that you charge for non-warranty work on approved time. Unapproved work, excessive rates, or unreasonable time to complete the work may result in an appropriate reduction to the payment for the work.
2. Avalon & Tahoe does not pay shop labor rate for work that does not require the expertise of a mechanic such as simple adjustments, screw tightening, seat cushion exchanges etc.
3. Avalon & Tahoe will not reimburse dealer for crane rental, or for outsource loading or unloading of warranty units. Dealer is expected to have the proper equipment to load and unload boats.



4. Avalon & Tahoe does not provide reimbursement for time spent during normal rigging operations, problems that result from poor inspection at the time of rigging, truck unloading, assembly or installation of components left unassembled for shipment, or time spent retrieving boats from customers. The customer is responsible for any costs of transportation to or from your facility.
5. Avalon & Tahoe does not pay retail price for replacement parts. If you use parts from your inventory Avalon & Tahoe will replace the part only. Please request warranty parts before starting the job.
6. Avalon & Tahoe does not pay for boat preparation when a boat is returned to the factory. The consumer is responsible for preparing the boat for return such as shrink wrap, motor removal, gasoline removal, etc.
7. In the event an emergency repair is needed, and Avalon & Tahoe cannot be reached, please provide the repair, and send us your pictures, explanation and charges. We will reimburse all reasonable charges for warranty work completed to keep your customers on happy and on the water.