MOBILE MARINE SERVICE AUTHORIZATION

Heron Custom Marine | 390 Cordelia, Walnut Creek, CA | (510) 560-5568 | tyler@heronmarinesupply.com

CUSTOMER

Name

Phone

Email

Billing address

VESSEL AND LOCATION

Make / model / year

Hull or registration no.

Service location (address, marina, or slip)

Requested date

REPORTED ISSUE

SCOPE AND CHARGES

1. **Service call fee.** The standard mobile service call is $300, due whether or not the issue is resolved. The fee covers travel to the vessel, diagnosis, and up to one hour of on-site work on simple wiring, connections, and adjustments. Travel is not billed separately on a mobile service call.
2. **Additional labor.** Work beyond the first hour is billed at $195 per hour for mobile service, in full-hour increments, and only after the customer approves it. Work performed at the shop is billed at $75 per hour.
3. **Standard hours and holidays.** Standard hours are 9:00 a.m. to 5:00 p.m., Monday through Friday. Labor outside those hours, or on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day, is billed at $292 per hour. The service call fee does not change.
4. **What this covers.** Mobile service covers marine electronics and electrical work: navigation, audio, battery management, NMEA 2000 networks, solar power systems, and inverters and chargers. It does not include engine, drive, transmission, fuel, steering, or hull work. If the fault turns out to be mechanical, the service provider says so and refers the customer to a licensed mechanic. Diagnosis time up to that point is still billed.
5. **Parts and equipment.** If equipment needs to be replaced, work stops and the customer receives a separate written estimate. No parts are ordered or installed without written approval. Parts stocked by Heron Marine Supply are billed at the prices posted at heronmarinesupply.com. Items not stocked are special ordered and billed at cost plus shipping plus 10%. All equipment is prepaid in full before it is ordered or installed. Membership and loyalty benefits apply where eligible.

6. **Labor is separate from parts.** The hourly rates above are labor only. Parts and equipment are billed separately under paragraph 5. Time spent sourcing or ordering a part bills at the rates above, on top of what the part costs.

7. **Diagnosis is not a guarantee.** Intermittent faults in speakers, amplifiers, head units, grounds, and battery systems may not present during the visit. A return visit to chase an intermittent fault is billed as a new service call.

8. **Existing equipment and prior work.** The service provider is not responsible for the condition of equipment, wiring, or installation work performed by others, or for pre-existing corrosion, water intrusion, or component failure discovered during service.

9. **Access.** The customer is responsible for providing safe, legal access to the vessel and shore power if required. If access is unavailable at the scheduled time, the service call fee still applies.

10. **Cancellation.** Cancellations or reschedules with less than 24 hours notice are billed at 50% of the service call fee.

11. **Payment.** The $300 service call fee is due before work begins. Heron Custom Marine invoices through its online store and the customer pays by credit or debit card using the invoice link. Approved labor beyond the first hour is billed on completion of the visit. Balances unpaid after 30 days accrue a late fee of 10% of the outstanding balance per 30 days.

12. **Limitation of liability.** Total liability is limited to the amount paid for the service performed. Neither party is liable for indirect or consequential damages, including loss of use of the vessel. **This limit does not apply to fraud, to willful injury to person or property, to violation of law, or to any liability that cannot be limited under California law.**

13. **Entire agreement.** This authorization is the full agreement between the parties and is governed by the laws of the State of California.

AUTHORIZATION

By signing below, the customer authorizes the work described above, confirms ownership of the vessel or authority to approve service on it, and agrees to pay the charges set out in this agreement.

Customer signature _____ Date _____

Print name _____ Heron Custom Marine representative _____