Consumer Bill of Rights

As adopted and adhered to by NMEA Master Dealers.

Our dealership subscribes to the NMEA Master Dealer Certification standards established to ensure that your experience with marine electronics is as enjoyable as possible. This includes adhering to a Consumer Bill of Rights. Should we fail to live up to any of these commitments, please let us know so that we can address the matter immediately. Additionally, the NMEA has assembled a select panel of industry experts to assist with resolving your complaint. More information may be found at www.nmea.org under the Master Dealer section. Our goal is to enhance your overall boating experience by providing trained, friendly employees, quality products, and reliable services.

You have the right to:

Sales:
The assistance of a capable and knowledgeable sales consultant
Advertising and representations are truthful and factual
A written disclosure of all details associated with a purchase
An explanation of the proper usage and operation of products
Products properly prepared, inspected and tested before delivery
The delivery of new products as scheduled

Service:
The explanation of maintenance/repair plans including estimated repair time and cost
An itemized list of all charges (both warranty and retail) with thorough explanation
Prior approval of changes in repair costs or additional charges should they occur
Maintenance/repair work done right the first time by knowledgeable trained technicians
Maintenance/repair work completed when promised
Timely notice of changes in service delivery time if delays are experienced in repair completion

Operations:
Fair, open and honest treatment without discrimination
Respectful, professional and accurate responses to all product questions and requests
Privacy and confidentiality of customer records
Voice any concerns, directly with our management team, if we fail to fulfill our commitments or meet your expectations.