Consumer Complaint Form – Page 1

Client Name: ________________________________  Date Submitted: ____________

Address: ____________________________________  Telephone#: _________________

City, State, Zip: _______________________________  Email: ______________________

Master Dealer: ________________________________  City/State: ___________________

Vessel Name: ________________________________  Make & LOA: _________________

Name of Technician(s):________________________  Work Ord#(s): ______________

Date(s) of Incident(s): _________________________  Invoice#(s): _______________

Complaint:
(please be detailed and thorough)

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Client Complaint Form – Page 2

Actions Taken by Client to Resolve: ________________________________________________
(please be detailed and thorough)
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Actions Taken by Master Dealer to Resolve: _________________________________________
(please be detailed and thorough)
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Notice to and Agreement by Complaining Customer

Submitting this Customer Complaint Form to the NMEA Master Dealership Certification Committee (the “Committee”) is a voluntary act by the complaining Customer.

The NMEA Master Dealer Program is a voluntary program. The Committee will follow the procedures it has established to determine if the Customer’s complaint is justified and reasonable and to encourage the Dealer to voluntary resolve the issues complained of by the Customer. However, the Dealer is an independent business which is not owned by NMEA. NMEA is a separate non-profit organization, it is not liable for a Dealer’s actions, and it cannot compel either the Dealer or the Customer to resolve their dispute. Besides the initial determination and encouraging a resolution, NMEA’s sole authority is to consider if a Dealer should be ineligible to continue as an NMEA Master Dealer.

The Customer acknowledges NMEA’s very limited role in the dispute and the complaint procedure. By choosing to file this Complaint, the Customer agrees to release and hold harmless NMEA and its directors, officers, employees and agents, and also members of the Committee from any all losses, damages, liabilities, judgments, and settlement costs (including attorneys’ fees), and other expenses incurred by Customer in the dispute. The above release is not intended to release the Dealer from any liability it may have to the Customer.

I acknowledge that I have read and understand the limits of NMEA’s involvement and I understand that NMEA is not liable for a Dealer’s actions.