



## **Consumer Bill of Rights for the NMEA Master Dealer Program**

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](http://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.