



## Service, Repair & Billing Terms

### ***Our Approach***

Eastern Bay Boat Works, LLC was founded with a simple goal: to provide reliable, knowledgeable marine service built on experience, strong relationships, and a straightforward approach to business.

With roots in Easton, Maryland and a deep connection to the Chesapeake Bay, our work is grounded in an appreciation for the vessels and industries that define this region. Today, our presence in Ocean City keeps us closely connected to the sportfishing community and the demands of boats that are used hard and expected to perform.

With over 25 years of hands-on experience beginning in boat building, we bring a comprehensive understanding of vessels from the inside out. This background allows us to deliver practical, precise solutions informed by real-world experience.

Just as important, those years have built trusted relationships across the marine industry. When a project calls for specialized expertise, we leverage that network to ensure the right people are involved and the job is completed properly.

Our approach is simple: clear communication, dependable service, and a commitment to doing things the right way. We believe strong, lasting relationships are built through trust, consistency, and a deep understanding of our clients' needs on the water.

### ***1. Estimates & Scope of Work***

Estimates are valid for thirty (30) days and provided in good faith based on visible conditions. Marine service may uncover additional issues not apparent at the time of inspection. Additional work will be communicated and approved when practicable and billed accordingly.

### ***2. Labor & Billing***

Labor is performed with professional care consistent with accepted marine industry standards. Diagnostic time is billable regardless of outcome. Actual labor may vary based on vessel condition and complexity.

### ***3. Deposits & Payment Terms***

A deposit of 50% labor and 100% of parts is required prior to work. Payment is due upon completion. The Service Provider may retain possession of the vessel until payment is made. Late fees may apply as permitted by law.

#### ***4. Parts & Materials***

Parts pricing is subject to change. Shipping and handling are billed to the client. Special order parts may be non-returnable or subject to restocking fees.

#### ***5. Customer-Supplied Parts***

The Service Provider assumes no responsibility for performance or compatibility of customer-supplied parts. No warranty is provided on such parts or associated labor. Failures, delays, or damages related to such parts are the responsibility of the client.

#### ***6. Warranty & Claims***

Labor is warranted for one (1) year against defects in workmanship only. Manufacturer warranties are governed solely by the manufacturer. Assistance with claims may be provided as a courtesy, but no guarantee of approval is made. Denied claims remain the client's responsibility, including diagnostics and repairs.

#### ***7. Scheduling & Delays***

Timelines are estimates and may be affected by weather, parts availability, access, or third-party delays beyond our control.

#### ***8. Hidden Conditions***

The Service Provider is not responsible for hidden or latent conditions not reasonably identifiable during inspection, including structural, electrical, or mechanical issues.

#### ***9. Storage***

Storage fees may apply for vessels not picked up within a reasonable time after completion.

#### ***10. Lien Rights (Maryland)***

The Service Provider reserves the right to assert a mechanic's lien and retain possession of the vessel until payment is made in full, in accordance with Maryland law.

#### ***11. Liability***

The Service Provider maintains liability insurance but is not responsible for damages arising from pre-existing conditions, customer-supplied parts, or factors beyond its control.

#### ***12. Termination***

Either party may terminate work with written notice. The client is responsible for all work performed and materials purchased up to termination.

### ***13. Dispute Resolution***

Disputes shall first be addressed through good-faith communication and, if necessary, resolved under Maryland jurisdiction.

### ***14. Authorization***

Approval of an estimate or request for service constitutes acceptance of these terms.