



## **WALKER BAY**

### **Walker Bay Boats Warranty Procedure**

It is the customer's responsibility and expense for transportation to/from the closest service center. If the boat/product has to be returned to Walker Bay Factory for repair, and is deemed to be warrantable then Walker Bay will cover cost of shipping. In the event that the boat must come back to Walker Bay and it is **NOT** deemed warrantable then any and all costs incurred including transportation will be at the expense of the CUSTOMER.

To make a Warranty Claim a dealer must send a copy of the Walker Bay Warranty Claim via Email. ([warranty@walkerbay.com](mailto:warranty@walkerbay.com)).

In order for the Claim to be accepted it must be COMPLETE. The Items to accompany the Claim Form: The actual claim form, Proof of purchase (including date), Photos to support claim and Any pertinent information that will make for a smoother acceptance of claim

Any Warranty Claim **MUST have pre-authorization from Walker Bay Warranty Department**. Claims made after work has been completed without prior Claim approval will not be covered. Claims for warranty work **NOT** submitted Authorization will **NOT** be paid.

Compensation for warranty claims will be paid via check if dealer has a zero balance owing. Dealers that have money owing to Walker Bay will be issued a credit memo and will be deducted from outstanding balance owed to Walker Bay.

Before final closing and reimbursement of claim, Walker Bay will contact the consumer to ensure work has been completed to their satisfaction. A ½ hour will also be credited to the dealer for time spent on administration

#### **Steps**

1. All warranties will be referred to dealer
2. Dealer assesses consumer's issues
3. Dealer takes photos and fills out Warranty Claim Form
4. Dealer submits COMPLETE warranty support documentation to [warranty@walkerbay.com](mailto:warranty@walkerbay.com)
5. Walker Bay to assign a warranty number, meaning that the warranty claim is in process.
6. Walker Bay to accept or reject claim
7. Walker Bay to send necessary parts to dealer or dealer to send boat to Walker Bay
8. Dealer or Walker Bay to make repairs as per the Claim form authorization parameters
9. Dealer or Walker Bay to return boat to customer
10. Dealer to contact Walker Bay to notify that the work is complete
11. Walker Bay will contact customer to ensure work has been completed to their satisfaction
12. Walker Bay to reimburse dealer for work carried out that has been authorized

#### **Tube Replacement**

1. A tube will be replaced when and only when the repair cannot be made due to:
  - a. When cost of repair exceeds cost of replacement
  - b. When repair cannot be made due to technical reasons
2. Tubes will **NOT** be replaced if there is a reasonable way of fixing the issue
3. If a tube is replaced the original tube is either to be returned to Walker Bay or destroyed by dealer. The tube serial number must be cut out as a proof of destruction. In no circumstance is the original tube to be returned to the customer or sold to another customer or given or gifted to another individual
4. If a replacement tube is to be issued an order will be placed and the tube will be supplied to the dealer upon availability of product. Labor will be authorized for the removal of the original tube, the installation of the new tube, and half an hour for administration. Time standard authorization will be based on the Warranty Repair Time Standards.

Our goal is to expedite the warranty process so that consumer's issues are resolved in the least amount of time with an outcome that is to their satisfaction. It is also our intention to make the process as efficient as possible for the dealer to make the repairs and be reimbursed accordingly and in a timely manner.