

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 go to our website and fill out the warranty submission form. (<https://walkerbay.com/warranty-submission/>) following the steps online.

In order for the claim to be accepted it must be complete. The items to accompany the claim are the following: Proof of purchase/Bill of Sale (including date), two or more photos demonstrating the defect and a detailed description of the problem to be able to proceed in a smooth matter. **We expect claims to be resolved with all proper documentation within 30 days. Claims outstanding over a 60-day period with missing estimates, proper documentation will be denied.**

Any warranty claim must be pre-authorized by Walker Bay's Warranty Department. Claims made after the job has been completed without prior approval will not be covered and will not be paid at all.

Compensation for warranty claims will be paid via credit memo applied to dealers account and a statement will be sent from our side as soon as it is applied to their account.

Walker Bay pays \$110.00 USD an hour + ½ for the time spent on administration.

Steps

1. All warranties should be submitted from an authorized Walker Bay dealer.
2. Dealer informs consumer's issues.
3. Dealer takes photos and fills out warranty claim form online.
5. Walker Bay assigns a warranty number, meaning that the warranty claim is in process.
6. Walker Bay accepts or rejects the claim.
7. Walker Bay sends the necessary parts to dealer or dealer sends boat to Walker Bay.
8. Dealer or Walker Bay makes repairs as to what has been authorized.
9. Dealer or Walker Bay returns the boat to customer with correction and/or problem solved.
10. Dealer contacts Walker Bay that the work is complete.
11. Walker Bay will contact customer to ensure work has been completed to their satisfaction.
12. Walker Bay reimburses dealer for work done that has been authorized.

Tube Replacement

1. A tube will be replaced only when the repair cannot be made due to:
 - a. Cost of repair exceeds cost of replacement
 - b. When the 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 the dealer. The tube serial number must be cut out as a proof of destruction. In no circumstance the original tube should be returned to the customer, sold to another customer or given/gifted to an 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.