ELECTRIFYING MARINE SOLUTIONS

Customer Service Agreement

Customer Name: _____

Address: _____

Phone: _____ Email: _____

Vessel: _____ Booking Date: _____

Booking & Payment

- **Call-out fee: $145**, payable before attendance and credited towards the final invoice. Confirm your appointment before paying.
- **Labour: $145 per hour.**
- Major parts and equipment must be paid for in full before ordering.

Bank Details: BSB 034-676 | Account 582464
Reference: Customer Name + Booking Date (DDMM)

Pre-Work Equipment Assessment

Existing faults may not be apparent before work commences. Electrifying Marine Solutions is not responsible for pre-existing damage or faults it did not cause.

Please mark one box with an X:

☐ **Full Assessment:** I authorise a pre-work functionality assessment of relevant systems at $145/hour (up to approximately two hours on larger vessels).

☐ **Waive Assessment:** I decline the assessment to save labour costs and acknowledge that pre-existing faults may remain unidentified.

If neither box is selected, a full assessment will be performed and charged.

Warranty & Customer Responsibilities

- Standard on-site warranty service covers locations within **100 km of our workshop**, accessible by sealed road on mainland Australia.
- Outside this area, travel time, expenses and accommodation may be chargeable, subject to applicable consumer rights.
- Faulty parts may need to be returned for inspection. Return freight arrangements are subject to Australian Consumer Law.
- Third-party repair costs require prior written approval, except where otherwise required by law.
- The owner/captain is responsible for understanding the operation of the vessel's systems before departure.

Customer Acceptance

I acknowledge and accept the call-out fee, hourly rate, payment conditions and assessment selection above. I have read and agree to Electrifying Marine Solutions' **Terms of Trade**, which have been made available to me.

Nothing in this agreement limits rights under Australian Consumer Law.

Customer Signature: _____ Date: _____

Customer Name: _____