



www.TechYacht.com

Tim Hasson

Integrated Marine Computing and Communications Solutions

Navigation | Communications | Weather | Monitoring | Entertainment

Doing Business with Us

Privacy

We value your privacy. We will not sell, disclose or otherwise make your personal information available to third parties.

Our Mission

We see it as our duty to always:

- Present you with frank assessments supported by good research on the equipment and software options available to you.
- Work cooperatively with our peers in the industry to keep your project moving forward in as timely and effective a manner as possible.
- Identify any impediments to our progress, and work with you and our colleagues to rectify them as swiftly as possible.
- Continue to support you to the best of our ability, whenever and wherever you need us.

In short, we want to earn the right to your future business and that of the colleagues and friends we hope you'll refer to us.

Service Rates

Our Service Rates are:

- \$105 per hour
- \$399 per half-day (4 consecutive hours)
- \$799 per full-day (8 consecutive hours)

When necessary, travel to/from your destination is billed at a flat \$35 per hour. Any expenses beyond automobile travel like airfare, lodging and meals are billed "as incurred".

We keep detailed time records and calculate service and travel time to the closest quarter-hour.

Do note that special reduced rates apply to some specific services, such as our prepackaged training courses. Please inquire for details.



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Payment Policy

We strive to be fair and reasonable in our service and billing practices. In turn, we're pleased to offer you considerable flexibility in the methods you can use to remit payments to us.

Except for incidental items, we generally require payment in advance for all equipment and materials. You become the owner of any equipment or software as of the date it is purchased on your behalf.

We usually prefer a company or personal check for equipment deposits. As an alternative, electronic payments can also be made via PayPal® to *THasson@TechYacht.com*. Contact us for details if you're unfamiliar with this option.

We do take major credit cards – Visa, MasterCard, American Express and Discover are all quite acceptable. Cash payments must be tendered in US dollars.

A 2% per month late fee applies to overdue (beyond 30 days) balances. Never hesitate to contact us with any questions or problems regarding your invoice.

Shipping

Our goal is always to get your goods delivered to you via the most suitable and cost-effective means possible.

We usually ship UPS (or via US Mail for smaller parcels) -- but we'll certainly honor your preference if another carrier is more desirable. We can also ship under your FedEx or UPS account on request.

All shipping, insurance, customs and duties will be passed through to you.

Shipping charges for "rush orders" where we expedite freight-in on your behalf are also subject to charge.

Support

Experiencing "technical difficulties", especially while you're at sea, can be particularly frustrating. We pride ourselves on providing superior service and support, and have solved onboard problems on vessels from Freeport to Fiji.

We provide 45 days of free telephone technical support for every product we supply. For larger projects, this 45-day period commences on the date of commissioning/handover.



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Support (cont'd)

For some of the more sophisticated products we offer, we've determined that an hour of telephone technical support/setup assistance is appropriate. We offer this as an "add-on" service for specific items to get you off to a smooth start at a rate below our customary hourly charge. You may elect to decline this service -- but if you later require assistance with configuration or setup our normal rate for telephone support will prevail.

Warranty

The suppliers of the equipment and software we choose to represent were selected in good part for their policies/abilities to support and stand behind their products. Some items even carry "lifetime" guarantees. Even still, it's a fact of life that sometimes things break.

For all of the items we vend, the manufacturer's warranty applies and no additional warranty is expressed or implied. Feel free to ask us about details on the warranty policy for items which interest you.

If you have an issue where warranty service is required, it can usually be carried out by the manufacturers nearest authorized dealer or repair center. In cases where there is no local option, you can certainly ship the item to us and we will refer it to the supplier for repair or replacement.

Please note that items subjected to "Acts of God" (examples include submersion in water, lightning strikes or being smashed to smithereens by a frustrated user) are usually not eligible for warranty repair -- but they may be covered under your insurance policy. Check with your carrier for specifics.

If you have a warranty issue by all means contact us, and we'll do our best to work with both you and the source vendor to get the problem resolved as swiftly as possible.

Returns

It's the nature of our practice to work hand-in-hand with you during the equipment selection phase and supply precisely the right gear to meet your plans and expectations. For those who choose to procure equipment through us, it is usually further subjected to setup and bench-testing before being shipped out for installation. For these reasons, our experience is that returns are seldom necessary.

In the unlikely event you do feel it necessary to return an item we don't have a complicated RMA procedure. Just give us a call, and in most cases we'll arrange a suitable credit, exchange or replacement.



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Returns (cont'd)

However, please recognize that restraints imposed on us by manufacturers pose a few exceptions to this "open returns" policy.

Most computer systems are "built to order" and cannot be returned unless defective, in which case remedy is limited to repair or replacement.

Software which has been opened or installed is not eligible for return, but defective media will be replaced promptly.

If you do need to return an item, it must be in new condition, and shipped in its original packing material (save those boxes!). Manuals, blank warranty cards, and other accessories must be included.