



**OUR POLICY: WARRANTY/ EXTENDED WARRANTY, SERVICE CONTRACT,
INSURANCE WORK, 3rd PARTY-PAYERS, etc.**

Most such work requires Rex Marine to submit a diagnosis & detailed estimate on boat owner's behalf to attempt to obtain Manufacturers or applicable 3rd party payment authorization. Upon verifying your coverage details and your authorization signature below, Rex will submit your warranty/ 3rd party payer request on your behalf. Except for Pre-Approved coverage amounts for Formula, Suzuki, Yamaha, and Mercury/Mercruiser factory warranty claims, unless alternate arrangement has been made in advance, if actual payment has not been received from a 3rd party payer prior to when you would like to use or remove your boat, you are required to pay the full repair cost, and upon our receipt of payment from the 3rd party payer, you will be reimbursed for the amount Rex Marine receives.

- To be eligible to make a request a *factory* warranty coverage, Rex must be an authorized dealer for the engine, component, or boat, which must be registered with the manufacturer in the name of person requesting the work. Unit must be within the warranty period, and **owner must authorize at potential owner expense** diagnosis and other work necessary to enable Rex Marine to prepare the detailed estimate required by the manufacturer to evaluate your warranty request.
- While initial diagnosis or discussion with a manufacturer, extended service contract company, or insurance company may provide the basis for starting and/or continuing diagnosis or other work that has been **conditionally approved** on a warranty/3rd party payer basis, additional information and costs revealed by the diagnostic process/teardown/ disassembly etc. may prove inconsistent with preliminary diagnosis and result in denial of claim. In such a case, costs for all work performed by Rex Marine which is not reimbursed by warranty/ 3rd party payer remains payable by the owner.
- Only Rex Marine technicians or a manufacturer pre- approved subcontractor may perform warranty work to be eligible for claim to be submitted.[1] **Please read your warranty/ service contract/insurance documents:** Commonly excluded from coverages are: road service/travel charges, launching, hauling, power washing bottom, towing, trailer loading/unloading, storage charges, dockage charges, sea trials/on-water testing, routine maintenance parts, consumables (gas, lubricants, fluids, oils, etc.), 'wear' parts (belts, impeller, etc.), express shipping fees if you request us to obtain parts faster than standard shipping, plan deductibles, and other items specifically excluded per your policy terms. **These items are the responsibility of the owner and require full payment when invoiced.**

- 3rd party/service contract labor reimbursements are based upon 3rd party-devised labor times which seldom reflect the ‘real-world’ labor times required to perform diagnosis & repair. If Rex has been notified by 3rd party payer of variation between our estimate and 3rd party authorized reimbursement, we will inform you and seek your authorization to proceed. Rex will provide you information upon request should you wish to challenge 3rd party reimbursements offered. If your challenge is unsuccessful, you remain responsible to pay Rex Marine immediately upon work completion for cost difference of funds received/expected from 3rd party payer and actual invoice cost of Rex completed repairs.
- Please understand that the warranty claim and 3rd party payment processes and time to complete the work often requires substantially more time to complete than a “owner-authorized/owner paid” work request. Waiting for inspection by a claims adjuster or factory representative, multiple communications necessary to exchange often highly detailed required information, and delays receiving manufacturer supplied parts are among common delays beyond our control.
- To proceed, you must sign this agreement and as well as our service request form, which must include charge card information **and your explicit authorization to use card on file to pay for non-3rd party covered costs of your warranty/3rd party work requests.** If your claim request is denied or only partial payment received, you remain responsible for all costs, including costs for labor, parts, and operations required to diagnose and create the required estimate, including all work performed, even if work is incomplete or if owner declines actual estimated repairs.

I have read and understand above policy. I acknowledge and agree that costs for all work performed by Rex Marine and not reimbursed by warranty/3rd party payer remains “retail” and payable by me in full upon invoicing and I give my permission to process my charge card on file, if necessary, to comply with this policy.

Print Name: _____

Signature: _____

Date: ____/____/20____