



11820 Old Seward Hwy.

Anchorage, AK 99515

907-344-BOAT (2628)

www.boatworksofalaska.com

contact@boatworksofalaska.com

# CUSTOMER INTAKE FORM

PLEASE PROVIDE AS MUCH INFORMATION AS POSSIBLE

**Name:**

First: \_\_\_\_\_ MI: \_\_\_\_\_ Last: \_\_\_\_\_ Date: \_\_\_\_\_

**Billing Address:**

Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Contact:**

Email: \_\_\_\_\_ Alt Email: \_\_\_\_\_

Phone #: \_\_\_\_\_ Alt Phone #: \_\_\_\_\_

**Vessel General Info:**

Name: \_\_\_\_\_ Make: \_\_\_\_\_

Model: \_\_\_\_\_ Length: \_\_\_\_\_ Beam: \_\_\_\_\_ Main Color: \_\_\_\_\_

**Vessel Numbers:**

AK #: \_\_\_\_\_ Trailer License Plate #: \_\_\_\_\_

**SHOP USE ONLY:**

HIN #: \_\_\_\_\_ Engine Serial #: \_\_\_\_\_ Sterndrive Serial #: \_\_\_\_\_

**Scope of Work and/or Additional Information: (please be as detailed as possible)** \_\_\_\_\_

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## **BOAT WORKS OF ALASKA - TERMS AND CONDITIONS**

A signed Service Agreement/Estimate and a deposit of 100% of parts estimate and 50% of labor estimate must be received before work will begin. A faxed or emailed copy of this contract shall have the same legal effect as the original. The scope of services shall not substantially exceed items that are identified in the Estimate, and any additional items required to address items not on original estimate, cannot be performed without a signed, or confirmed emailed, change order. Once 50% of labor is performed, progressive weekly billing will be instituted until job completion. Invoices are payable no later than 5 days after presentation and job completion. Balance of account must be paid in full before vessel is released.

Storage: If you are planning on storing your vessel with us after service work is complete you must first pay your unpaid balance within five (5) business days of being notified. If you fail to communicate after notification of completion has been provided to you, your storage contract will be considered void and late fees will come into effect.

Late Fee: Balance of last invoice must be paid in full before vessel is picked up and within 5 business days of receipt of invoice. All past due accounts will be charged 1.5% interest per month on the balance due. In addition to the interest an unauthorized storage fee will be applied at a rate of \$20 per day unless prior arrangements have been made with staff. Late payment charges will be added to the unpaid balance at the maximum rate allowed by law (A.S 45.45.010).

BWA warranties all craftsmanship for 1 year. Manufacturer's warranties as stated. In house engine and sterndrive rebuilds will have a 60-day warranty. Company policy for defective parts from manufacturing companies other than BWA, refunds are supplied only after the part is returned to the supplier and credit is issued to BWA. All warranty work will only be performed at BWA's 11820 Old Seward Highway location. If warranty work is preformed OFF site, all drive time, fuel, fees and incidentals will be paid by owner. It is the customer's responsibility to deliver the vessel to BWA for any warranty repairs. If BWA is transporting the vessel, a 50% discount will apply to hauling fees. No work will be done without a signed service contract and signed estimate.

- Storage: All boats will not be charged storage while waiting for an estimate. Storage charges will begin the date of the estimate submitted to the customer. Applicable storage rates will be prorated and invoiced accordingly. Active service jobs will not be charged storage.**
- CONSUMABLES FEE: All shop jobs are subject to a 5% material handling and general supply fee of the invoice total, less parts.**
- PROCESSING FEE: All invoices paid with a credit or debit card will be charged an additional 2.75% of the total payment amount.**
- Boat Works of Alaska is not responsible for theft or damage to your vessel or its contents on this property. Owners are recommended to keep insurance coverage on items stored/serviced at BWA.**

### **CUSTOMER:**

Print: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Boat Works of Alaska, LLC Representative:

Print: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**WE PRIDE OURSELVES ON COMPLETING EACH JOB RIGHT THE FIRST TIME AND STRIVING FOR PERFECTION. THANK YOU FOR CHOOSING BWA!**