



POLICY NOTICE

Revised 09-14-99

RETURN OF ALL WARRANTY PARTS EFFECTIVE IMMEDIATELY

In order to insure Lazzara Yacht Corporation's high product quality standards, all parts exchanged through Lazzara Yacht Corporation under warranty with our vessels must adhere to a return policy parts policy.

The purpose of this policy is to notify our vendors of unsatisfactory quality and to aid them in their research to produce a better, more reliable product for Lazzara Yachts.

All parts replaced under the limited Lazzara Yachts warranty must be returned by the vessel to the factory within 30 days of receipt of the new part. In the event the parts are not returned, the vessel's account will be billed for the materials.

The procedure is as follows:

- 1) Our Shipping & Receiving Department will tag the new part being shipped by Lazzara Yachts. On that tag they will complete the customer information, vessel name, address & cost of the material (if billing results), date of shipment and corresponding work order number. They will keep the top copy for their records. Ship the part to the vessel, shipping paid for by Lazzara Yachts.
- 2) The newly tagged part arriving at the vessel is replaced by the owner or captain at the receipt date is to be noted on the tag, where it reads date received. Once replaced, you have 30 calendar days to return the part. Complete the description of the problem on the repair tag & place the tag on the defective part. Keep the yellow copy for your records & ship to the address on repair tag. Shipping is paid for by the vessel.
- 3) Lazzara Yachts must receive the part within 30 calendar days of the date received. In the event it is not received, the cost indicated on the tag will be billed to the vessel.
- 4) In the event Lazzara Yacht's Field Service Department is installing or providing the new part, it is the responsibility of the Field Service Personnel to present a repair tag to the owner or captain. It is then the vessel's responsibility to return the part under the same policy guidelines.
- 5) When a part is drop shipped to the boat directly from the vendor, it is the responsibility of the captain or owner to return the defective part with a completed repair tag to Lazzara Customer Support. Return shipping is the owner's responsibility. If the defective part is not returned within 30 calendar days, the vessel's account will be charged for that part.