



## SERVICE CONTRACT

Please complete all items marked \* and email to  
[caysales@surfbvi.com](mailto:caysales@surfbvi.com) and [neville@cayelectronics.vg](mailto:neville@cayelectronics.vg)

### JOB DETAILS

## JOB DESCRIPTION:

Today's Date \_\_\_\_\_ \*

### PAYMENT INFORMATION ABSOLUTELY REQUIRED

#### VESSEL OWNER

Name \_\_\_\_\_ \*  
Address \_\_\_\_\_ \*  
\_\_\_\_\_ \*  
Phone \_\_\_\_\_ \*  
Email \_\_\_\_\_ \*

VISA [ ] MC [ ] \*  
Card No. \_\_\_\_\_ \*  
Expiry Date \_\_\_\_\_ CCV code \_\_\_\_\_ \*  
Cardholder \_\_\_\_\_ \*  
Signature \_\_\_\_\_ \*  
Billing Address \_\_\_\_\_ \*  
\_\_\_\_\_ \*  
Phone \_\_\_\_\_ \*

#### VESSEL DETAILS

Vessel Name \_\_\_\_\_ \*  
Make/Model \_\_\_\_\_  
Beam \_\_\_\_\_  
Length \_\_\_\_\_  
MMSI # \_\_\_\_\_  
Vessel Location \_\_\_\_\_  
Slip Number \_\_\_\_\_  
Combo or Key Location \_\_\_\_\_

**Please note:**

Labour rate: \$150p/h  
Regular Interim payments required to continue  
work on a vessel.

**Final Invoices for installation work that remain  
un- paid 24 hours after their due date will be  
charged to the above credit card\*\*.**

\*\*Please notify any concerns regarding your invoice or the work performed by our staff prior to  
the invoice becoming past due.

Please read and sign the Cay Electronics Sales and Repairs Policy attached.

MAKE A SECURE  
PAYMENT HERE

**[This payment guarantee applies to any work in 2025](#)**

**THANK YOU FOR CHOOSING CAY ELECTRONICS  
AS YOUR MARINE SYSTEMS ENGINEERS**

Nanny Cay Marina, Tortola, British Virgin Islands VG1110 Tel: (284)494 2400 Fax: (284) 494 5389

BVI [www.cayelectronics.vg](http://www.cayelectronics.vg) USA [www.cayelectronics.com](http://www.cayelectronics.com)



## CAY ELECTRONICS TERMS AND CONDITIONS

At Cay Electronics we strive to provide you with the very best quality and value of service. Should you have any concerns or questions please contact us at (284) 494 2400.

### 1) ESTIMATED EQUIPMENT AND INSTALLATIONS

An assessment on the vessel must be carried out prior to Cay Electronics providing an estimate. Without a relevant up-to-date schematic of the vessel Cay Electronics makes no assurance that the invoiced amount will match or be close to the estimated amount. Additional parts are typically necessary but aren't always estimated due to the nature of work on different vessels. After an estimated job has commenced, any changes or additions will require the client's approval of an additional estimate. PC software & hardware configuring is not included in our estimates and will be charged by the hour. Equipment calibration and/or sea trial is only included when specifically stated.

### 2) LABOUR CHARGES

For non-estimated jobs, service time is charged from the time the Cay Electronics technician leaves the shop to travel to the vessel until his return to the shop. In cases where the technician is able to work on multiple boats in one area, the travel time will be pro-rated between clients.

### 2b) BOATYARD LABOUR SURCHARGES

Some boatyards charge outside contractors for working on vessels on their premises. These charges will be added to your invoice.

### 3) TRAVEL TIME

If the travel time from the Cay Electronics service shop to the vessel and back exceeds four hours, it will be invoiced at ½ the prevailing rate. Any flight or ferry charges will be invoiced to the client.

### 4) VESSEL MANAGEMENT

Cay Electronics is solely an electronics contractor, we do not offer any management services at this time. This means we are not responsible for arranging other contractors work that may need to be done pertaining to installing electronics, material modifications being one of the most common concerns. After our work is done we take no responsibility for the maintenance of other systems on board.

### 5) COMPATIBILITY ASSESSMENTS

Cay Electronics is not responsible for incompatible equipment purchased without a compatibility assessment being carried out on the vessel by it's staff.

### 6) WARRANTY REPAIR CHARGES

All costs related to equipment warranty repairs that are not paid by the manufacturer will be the responsibility of the client. Each equipment manufacturer has a specific list of costs covered under the terms of their warranty. Costs not covered by the manufacturer may include travel time, shipping expenses, calibration and/or sea-trial time. Some manufacturers cover only the cost of replacement parts and no (or limited) service time. You may wish to check their policy before equipment is purchased or repair is commenced.

### 7) CAY ELECTRONICS REPAIR AND WARRANTY

Cay Electronics guarantees that the specific components replaced during a service call will be correctly installed and will not fail for a period of 90 days from the date of replacement. Cay Electronics does not guarantee any other part of a system that may have been faulty at the time of the service call or that may subsequently fail.

Continued Over

## CAY ELECTRONICS SALES & REPAIRS POLICY,Contd.

### 8) CAY ELECTRONICS INSTALLATION WARRANTY

Equipment that has been supplied and installed on a vessel by Cay Electronics carries a 4-month installation warranty, in addition to the manufacturer's equipment warranty. Any defect that occurs with the physical installation will be corrected, free of charge, by technicians at any branch of Cay Electronics. Clients whose vessels that are more than one hour's travel time from the nearest Cay Electronics store will be charged the technician's travel time at ½ the standard service rate. All travel expenses such as flight or ferry charges will be the responsibility of the client. Repair charges for installation warranty work performed by companies other than Cay Electronics will not be accepted except under exceptional situations and with the prior approval of our service manager.

### 9) MANUFACTURER'S NEW EQUIPMENT WARRANTY

All new equipment sold by Cay Electronics carries the manufacturer's warranty. Clients are responsible for ensuring that the warranty card has been completed and sent to the manufacturer to activate the warranty. Warranty terms and conditions vary from manufacturer to manufacturer. Check the literature provided with the product or contact your Cay Electronics representative for details. If your equipment is installed by an uncertified technician this can void on-board and extended warranty.

### 10) INCOMPLETE REPAIRS

Occasionally, it is not possible to complete a repair. This may be due to time constraints, unavailable parts or an item may be uneconomical to repair. In these cases, and at the sole discretion of Cay Electronics, we will discount the charges for our technician's troubleshooting time.

### 11) TRAVEL & ACCOMMODATION CHARGES

For jobs that require our technicians to spend time away from home we will invoice the client for all accommodation, living expenses and travel costs.

### 12) RESTOCKING FEES

A restocking fee of 20% of the original invoice price plus return shipping charges will be invoiced to the client for any equipment order that is cancelled or changed after the equipment has been shipped from the manufacturer. Only equipment that is 'as new' and in its original packaging can be accepted for return. Software packages that have been opened cannot be returned.

### 13) PAYMENT TERMS

Cay Electronics payment terms are on a pay as you go basis, by signing this contract you understand that we require regular (Interim) payments for the work that has been done to continue working on a vessel, the work does not have to be completed for a payment to be made. No on-board work will commence until Cay Electronics has on file a signed Service Contract Form (or Purchase Order for a commercial client) giving the name, address, telephone number and a credit card guarantee of the party responsible for paying the invoice. By signing the Service Contract Form the client has agreed that an invoice that becomes more than 24 hours past due will be charged to the client's credit card, unless Cay Electronics has been notified of concerns regarding the work done or items invoiced. The client is responsible for any bank charges incurred in transferring funds to a Cay Electronics bank account.

### 14) CREDIT CARD PAYMENTS

Payments by credit card that exceed \$5,000.00 will incur a 2.75% service fee.

### 15) MAST WORK

Cay Electronics require a mast/halyard safety certificate before working on any mast, this certificate must state that any rigging recommendations were repaired and is safe for a technician to work on. This document can not be older than one year.

### 16) RETURNED CHECKS

A \$40.00 charge will apply to any checks that are returned by a client's bank.

I understand and agree to all terms and conditions listed in this policy

Signed:

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January 2025