

To our valued partners,

Even though the current economy is making business challenging in our industry, Sailing Services remains committed to finding the latest products and technical information to make your sailing experience the best it can be.

While others are slowing, Sailing Services is growing! We have recently moved to a new more sophisticated accounting system to provide you, our customer, with more accurate and timely information regarding your account and our products and services. Visit our website at www.sailingservices.com and check out our new real-time list price and stock check portal. Now you can see if that part you want is in our inventory before you even place your order! We also have implemented a new Customer Center where you can see your past orders and track current shipments.

New improvements coming soon include a full service web-store for your orders and a rigging blog with contributions by some of the best riggers in the business.

We look forward to continuing to provide you with the best products and services in the industry. If we can help you with anything or answer any questions - please give us a call!



Brooks

Fair winds,
Brooks

General Information

Errors and Omissions

Every effort has been made to ensure that the Professional Rigger's Source Book is free from errors. However, Sailing Services cannot be held responsible for typographical errors.

Item Prices & Availability

All prices were current at the time of printing, but as manufacturers often change prices without notice, Sailing Services reserves the right to pass these changes on to its' customers. The majority of the items listed in the Professional Rigger's Source Book are in stock at Sailing Services. However, high demand sometimes causes temporary shortages which may result in products being back ordered or drop-shipped from the manufacturer.

We are happy to provide detailed bids upon request. Bids are valid for 30 days for items that are in stock at the time of bid unless otherwise specified. Bids for special orders and non-stock items are subject to change in pricing and availability at time of order.

Payment

Sailing Services accepts Master Card, Visa, American Express and Discover cards as well as checks. Orders paid by check may be held until the check clears.

Trade Customers & Open Accounts

Sailing Services welcomes new bona-fide trade customers. Please request our Trade Account Application or download the application from www.sailingservices.com. Accounts can be opened on a prepayment or COD basis. Open accounts may be established with approved references and credit check. Please contact us for details regarding trade discounts and quantity pricing. We are happy to discuss your special needs. **Possession of our catalog and our trade pricing structure does not guarantee receipt of our trade pricing.**

Terms for approved accounts in good standing within credit limits are Net 30 Days from invoice/shipping date. Interest of 1.5% per month will be charged on accounts unpaid after 30 days. Accounts unpaid after 30 days may be placed for collection and further shipments will not be made until the account is paid in full. Purchaser agrees to pay reasonable collections charges including legal fees. Trade account orders invoiced at less than \$100 net, excluding shipping & handling, may incur a modest service charge.

Orders

Orders may be placed by phone, fax or email. Verbal orders for fabricated rigging assemblies are at the risk of the customer - written orders via fax or email are preferred and highly encouraged. Request our standing rigging or lifeline order forms or download from www.sailingservices.com.

Shipping

Shipping charges are FOB Miami, FL (or origin) and are invoiced at the time of shipment. Sailing Services ships via Fed Ex, UPS and the

United States Postal Service as well as other freight carriers and forwarders. Orders will be shipped Fed Ex Ground unless otherwise directed. Expedited shipping is available, please inquire at time of order. Drop shipments or rush orders may incur additional handling charges. Shipping, insurance and handling charges will be provided upon request.

Shortages, Damage or Invoice Discrepancies

Please inspect all orders promptly and carefully. Report any shortages or errors to Sailing Services within 5 business days of receipt. Claims for lost or damaged shipments should be filed directly with the shipping carrier. We will be happy to assist with package tracking and insurance information. Billing discrepancies must be reported to Sailing Services within 15 business days of invoice date.

Returns

1. Contact Sailing Services for a Return Authorization Number (RA#).
2. Put the RA# on the outside of the box when returning items to us. Delivery of a return that is lacking a clearly marked RA# may be refused.
3. Returned items must be in new, resalable condition, in original packaging with all packaging materials including instruction booklets and warranty cards.
4. After inspection, any item deemed not in ready to sell condition may not be accepted for return or may be subject to a restock fee.
5. Return authorizations must be requested within 15 days of receipt of order. Returns may not be accepted after 30 days of receipt.
6. Custom rigging and cut-length materials are generally not returnable if fabricated to your specifications. Special order items are also generally not returnable or may be subject to a restocking fee.

Warranty

The obligation of Sailing Services under this warranty is limited to repairing or replacing products that have been deemed by Sailing Services, Inc. to be defective. Sailing Services does not assume responsibility for any incidental or consequential damages incurred in connection with the use of its products. Sailing Services does not warrant the suitability of a manufacturer's product for an application selected by the purchaser and defers to all OEM warranties on any product sold in its' original state. Manufacture's warranties claims, specifications and designs are provided as a service to our customers and we defer to our suppliers as a direct source for this information as details may change.

