



FREQUENTLY ASKED QUESTIONS

Q: Do you quote work and if so what are the terms of the quote and what is the yard's definition of a quote? Is the price fixed or is it an estimate?

- A. We provide you with a fixed price quotation before the work starts that describes exactly what you want done; you know the cost and timeline before we start.

This is very different from the practice followed by most boatyards, in which they provide an "estimate" that is often exceeded by 10% or more. In this practice, costs are tabulated on a time and material basis so that the risk of additional cost from labor inefficiency, rework, weather, etc., is on the customers' shoulders. At SBM, we carry this risk so you don't have to.

Q: Is the yard's workmanship guaranteed?

- A. We stand behind all work performed by the yard; we will replace any part or restore any repair when the failure is our responsibility.

Q: Will the work be carried out to industry standards? Does the yard have valid membership in nationally-recognized organization?

- A. Yes. We are proud members and hold certifications from ABYC and SSPC. We routinely work to the standards of those organizations, as well as those of ABS, USCG, AWS and various others.

Q: If the work is quoted, is it billed in segments as the work is carried out?

- A. If a project has a scope of work that will benefit from progress billing, then we will provide you periodic progress billing statements. The payments terms will be laid out before the project begins so that a mutual set of expectations is set throughout the project.

Q: Do I need to provide a deposit for work before it begins and if so what's the typical percentage amount?

- A. Deposits are often required for projects with initial material or product cost, or if the scope of work will benefit from an initial deposit. This is determined on a case by case basis at the start of your project.

Q: Can I work on my own boat?

- A. Yes, with exception. We believe in keeping our environment cleaner, safer, and greener for the next generation of boaters. With this in mind, we carry certain policies to protect you, your vessel, our employees, and other vessels in our



FREQUENTLY ASKED QUESTIONS

boatyard. Please see our DIY policies in the Helpful Documents tab on our website for specific information.

Q: Whom do I talk to if I have a question about my boat?

A. Your project manager is your direct source to answer any and all questions about your project. He or she will be assigned to you at the start of your project with their direct contact information. In addition to your project manager, our friendly office staff is always here to answer general questions about the boatyard.

Q: Can you haul my boat at an exact time?

A. We will arrange and notify you of the time and date of your haulout.

Q: When can I drop off my boat and how long can it stay at your boatyard after the work is complete?

A. We ask for as much advance notification as possible for your arrival time. For the safety of you and your vessel, we ask that you deliver the boat during our business hours of 7:30am-4pm Monday through Friday. If you have an emergency delivery or need to deliver the vessel outside of these times, please contact our office at 510.237.0140 and they will be happy to work with you.

In coordination with your project manager, we can arrange the launch of your vessel within 24 hours of your arrival to take delivery of the vessel. We ask that you move your vessel within 24 hours of the launch date to avoid incurring storage fees.

Q: Can I have subcontractors work on my boat while in your boatyard?

A. If the type of work to be accomplished by the subcontractor is compliant with our policies and the subcontractor satisfies our insurance requirements, the answer is probably yes. If you have a subcontractor you would like to use, please discuss this with your project manager.

Q: What forms of payment do you accept and what are your payment terms?

A. We accept cash, check, wire transfer and all major credit cards. Please refer to your contract for additional payment terms and conditions. Payment is due in full before the vessel is launched or at the completion of work.