



## Contact Information

Hours of operation: Weekdays 8:30 AM to 5:30 PM EST.

Phone: ..... 305-758-1074  
 Fax:..... 305-754-0257  
 Web: ..... www.sailingservices.com  
 Email: ..... sales@sailingservices.com

**Send orders or requests for bids to sales@sailingservices.com**

We hope to acknowledge your request within one hour during our normal business hours.

## Sailing Services' staff is here to assist you!

Name	Department	Extension	Email Address
Alex Alvarez.....	Production		
Douglas Andino.....	Shipping	307	
Luis Berrios.....	Shipping	307	luis@sailingservices.com
Douglas Call.....	IT	306	oraclemagic@hotmail.com
Danielle Chandler.....	Marketing	303	danielle@sailingservices.com
Mark DuFeny.....	Purchasing/Marketing	304	markd@sailingservices.com
Alexis Guadamuz.....	Production		
Brooks Paul Jones.....	Sales (President)	305	brooks@sailingservices.com
Diane Jones.....	Bookkeeping	300	diane@sailingservices.com
Morgan Jones.....	Marketing	308	morgan@sailingservices.com
Pedro Malax.....	Sales	301	pedro@sailingservices.com
David Weir.....	Sales (VP)	302	david@sailingservices.com
Richard White.....	Sales	313	richard@sailingservices.com

### Para Ayuda en Español

Nombre	Departamento	Extensiones	Correro Electronico
Luis Berrios	Embarques	307	luis@sailingservices.com
Pedro Malax	Ventas	301	pedro@sailingservices.com

## General Information Terms of Business

### Errors and Omissions

Every effort has been made to ensure that the Professional Rigger's Source Book is free of errors. Sailing Services is not responsible for typographical errors.

### Item Prices & Availability

All prices are current at the time of printing, but manufacturers often change prices without notice, Sailing Services reserves the right to pass these changes on to its customers. The majority of items listed in the Professional Rigger's Source Book are in stock at Sailing Services. 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 and Discover cards, as well as checks, wire transfers and PayPal. Orders paid by check may be held until the check has cleared. Returned checks are subject to a \$20 fee.

### 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 access 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 collection charges including legal fees. Trade account orders invoiced at less than \$100 net, excluding shipping and handling, may incur a service charge.

### Orders

Orders may be placed by phone, fax, or email. Verbal orders for fabricated rigging assemblies are made at the risk of the customer; written orders via fax or email are preferred and highly encouraged.

### 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. 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. For international orders, the customer is responsible for all duties, customs, brokerage fees and taxes that may apply at delivery. We reserve the right to decline drop ship orders to foreign countries.

### 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. Place 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 restocking 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. Manufacturer's warranty 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.

## Come visit us!

Physical and Mailing Address:

Sailing Services, Inc.  
 80 NW 73rd Street  
 Miami, FL 33150

**Hours of Operation:**

**Weekdays 8:30 AM to 5:30 PM EST**

Sailing Services is conveniently located 5 miles north of downtown, east of I-95 in Miami. Take Exit 7, go East to NW 2nd Ave, then South to 73rd St. Turn East on 73rd to find 80 NW 73rd on the right.

