

## Thank you for your purchase and welcome to our Top Notch family!

Soon you will be taking delivery of your new boat so please familiarize yourself with the following information which will help you get the most out of your delivery and ownership experience.

### Purchase Related Information

1. Upon Arrival for Delivery: Please locate your salesperson immediately so that we may get your delivery process started without delay. You will be completing any paperwork and remaining funding required prior to receiving your boat.
2. Final Payments: Payments are accepted in cash, certified check made payable to Top Notch Marine, wire transfer or debit card (if under \$5000.00). If wiring funds please allow at least 24 hours for funds to clear our bank. All funds must clear our bank prior to delivery of vessel.  
We do not accept personal checks or credit cards as final payment.
3. Identification: Please bring a valid driver's license or passport for anyone whose name appears on the sales agreement or loan documents.
4. Insurance Binder: Please have your insurance in place and bound prior to taking delivery of your boat. If financing please send us a copy of the binder as soon as possible and prior to delivery. If your insurance agent has questions please have them call your salesperson at 888 278-1991.
5. Who should attend the delivery? As a general rule, boats up to 23 feet should be 2 adults maximum and the delivery person. Over 23 feet can be up to 4 persons maximum however we recommend 2 persons as well. Children should not be brought on deliveries as distractions should be minimized while you are learning all the features and safe operation of your boat.
6. On Water Orientation: We gladly provide our boat customers with free "on water orientation" and we hope you allow us to provide this valuable service for you. This important step will help you get the most out of your boat and understand the proper operation of your specific vessel. It will require 2 to 4 hours in most cases and up to 6 hours with boats over 30 feet. You can expect to learn the following:
  - a. Basic boat handling.
  - b. How to properly operate your boat and its equipment.
  - c. Trailering and towing safely if a trailer was purchased.
7. Florida Vessel/Trailer and Warranty Registration: We will complete your vessel registration with the State of Florida as well as your warranty registrations with the boat and engine manufacturers. Please allow up to 25 days for this process to be complete. We supply temporary documents that are valid for 30 days. If you have not received your registration documents within 25 days, please give our business office a call at 888 278-1991 ext. 114.
8. If Trading a Unit: Please be sure to bring the unit to the dealership a **minimum of 48 hours** prior to delivery. If this is not possible, please allow 2 hours per engine for our service team to check out your unit while you wait. Any removed equipment may result in a reduction of trade-in value. Also, please bring extra keys, manuals, associated parts, service invoices and title / registration papers. If there is a bank payoff on your trade in please bring any loan documents and information with you as well. Please empty all holding tanks prior to bringing your trade in to the dealership or there will be a \$150.00 charge to dump.
9. Purchase Details: Please see the front and back of your sales agreement.

**Service Needs** – Boats can require service from time to time and we're glad to help when needed.

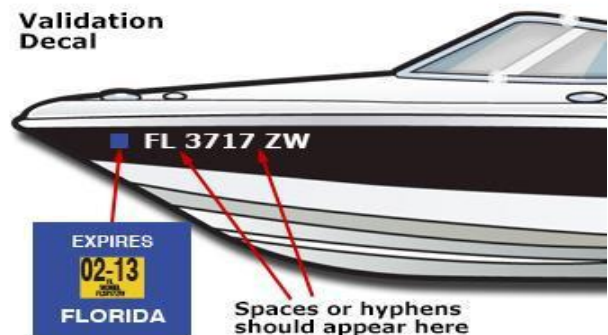
9. Within 30 Days of Purchase: If you have a concern within 30 days of delivery and the issue is **adversely affecting** the use of your boat or a **safety concern** please call our service team **immediately** and they will invite you to bring the vessel in right away. If you have an issue that is not adversely affecting the use of the unit and is **NOT** a safety concern, notify our service team and we will be happy to resolve the issue during your 20 hour service. TIP: We offer a free service call if within 30 days of purchase and within 15 miles of a TNM dealership.
10. After 30 days of Purchase: Manufacturer warranty and customer pay service is available at all TNM locations. You may bring your vessel by when convenient for you (please make an appointment). Please see store hours below. If

you would like us to travel to you, service call fees start at \$149.00 plus parts & labor charges. We also offer at ramp pickup (all locations) and hauling (Pompano only) and the fees vary by boat size and distance. As these charges are **not covered under manufacturer warranty**, please contact your location service manager listed below with questions or to make an appointment.

11. Obtaining Service: As our client, your service needs are our top priority. Our service department is capable of handling any service and maintenance needs you may have. We will provide free estimates and guarantee our work for 1 full year. We stock many parts to help get you in and out quickly. Please allow **a minimum of 5-7 working days** for common service work to be completed, if parts are needed the time will be longer. Parts provided by boat manufacturers in some cases may take up to 6 weeks or more to obtain due to manufacturing processes. As a general rule, please contact us as soon as possible so we can decide how best to help you.
12. Manufacturer Warranty Repairs: When you purchase a new boat, you also receive the peace of mind in knowing your boat, motor(s) and trailer are covered by a manufacturer's limited warranty. As your dealer, we are required to obtain prior approval from the manufacturer before making any warranty related repairs. We are here to help you and act on your behalf by working with the manufacturer to obtain their authorization. In the event you believe you require warranty repairs please contact your TNM service manager right away. They will help expedite the process by getting the warranty approval process started. Pre-Owned boats, motors and trailers may have remaining warranty available. Please verify this with the manufacturer. Warranty transfer fees are the responsibility of you the buyer. Please know that **Top Notch Marine does not warranty or guarantee any vessel new or used for any reason including implied warranty of merchantability**. Warranties are underwritten by manufacturers exclusively.
13. Maintain Reliability: Proper maintenance protects your investment and helps insure trouble free fun on the water. Your boat requires service initially at 20 hours of use and then on an annual basis in most cases. For average use boaters we recommend routine service annually and a water pump service every other year. Please contact your nearest service team listed below. TIP: Please try not to plan a long trip or vacation with your new boat until you have at least 20 hours on it and the initial service is complete.

## Proper Care of Your Boat

14. Antifouling Bottom Paint: If you are leaving your boat in the water more than 3-5 days at a time we recommend applying antifouling paint to prevent barnacle and vegetation growth and provide finish protection. Ask our service team for details.
15. Stainless Steel Care and Corrosion: Please know that the stainless steel on your boat requires maintenance if you want to keep it looking its shiny best We recommend "Flitz" metal polish and a cotton rag be used every 1-3 months. Corrosion X is a great spray product for protecting the metal between polishing. Discoloring stainless steel is not covered under your warranty when proper care is not given.
16. Miscellaneous: Please have your boat lift company come by and measure your new boat if you plan to store on your boat lift. Boat trailers up to 6000# capacity are usually a 2" ball size and trailers over 6000# capacity require a 2 5/16" ball. If your trailer has brakes, a 5 prong trailer plug will be required on your vehicle. Your vehicle's trailer ball height should be approximately 17" off the ground. On outboards, always turn to port before tilting full up.
17. Florida State Registration Numbers: To install your numbers correctly, put a piece of masking tape on the hull in the front 1/3 of the hull so the letters are aligned properly. Then peel the backing off the letter itself only and keep the letter in the frame. Then align the rectangular frame with the tape maintaining the correct spacing as required by law. Be sure to choose a color for your letters that is opposite to your hull color. IE. FL (skip 3 inches) 1234 (skip 3 inches) HK as seen here.



18. Customer Satisfaction Survey: You may receive a survey from the manufacturers of your boat or engine in the future. Should there be any reason we do not deserve a perfect score, please allow us the opportunity to make it right prior to completing the survey. Anything less than a perfect score is unacceptable to us.

1

2

3

4

5

For more information please visit <http://www.topnotchmarine.com/boaters-resources/>

Finally, we want you to know that your satisfaction is our mission. If we let you down in any way, now or in the future please call 772 252-3604 and ask for Jim Sabia or email [jim@topnotchmarine.com](mailto:jim@topnotchmarine.com).

*Thank you again from all of us at Top Notch Marine*

## **CUSTOMER SERVICE PHONE NUMBERS**

**Main Line 888 278-1991**

Or choose from the options below...

### FORT PIERCE LOCATION DIRECTORY

Sales Department	772-252-6531	<a href="mailto:info@topnotchmarine.com">info@topnotchmarine.com</a>
Business Office	772-252-3591	<a href="mailto:finance@topnotchmarine.com">finance@topnotchmarine.com</a>
Parts Department	772-252-3603	<a href="mailto:parts@topnotchmarine.com">parts@topnotchmarine.com</a>
Service Department	772-237-3826	<a href="mailto:service@topnotchmarine.com">service@topnotchmarine.com</a>
Accounting Department	772-252-3603	<a href="mailto:accounting@topnotchmarine.com">accounting@topnotchmarine.com</a>

### MELBOURNE LOCATION DIRECTORY

Sales Department	321-253-4357	<a href="mailto:info@topnotchmarine.com">info@topnotchmarine.com</a>
Business Office	772-252-3591	<a href="mailto:finance@topnotchmarine.com">finance@topnotchmarine.com</a>
Parts Department	772-252-3603	<a href="mailto:parts@topnotchmarine.com">parts@topnotchmarine.com</a>
Service Department	321-253-4050	<a href="mailto:service2@topnotchmarine.com">service2@topnotchmarine.com</a>
Accounting Department	772-252-3603	<a href="mailto:accounting@topnotchmarine.com">accounting@topnotchmarine.com</a>

### POMPANO LOCATION DIRECTORY

Sales Department	954-900-1529	<a href="mailto:info@topnotchmarine.com">info@topnotchmarine.com</a>
Business Office	772-252-3591	<a href="mailto:finance@topnotchmarine.com">finance@topnotchmarine.com</a>
Parts Department	754-220-9061	<a href="mailto:parts@topnotchmarine.com">parts@topnotchmarine.com</a>
Service Department	954-781-2628	<a href="mailto:scotts@topnotchmarine.com">scotts@topnotchmarine.com</a>
Accounting Department	772-252-3603	<a href="mailto:accounting@topnotchmarine.com">accounting@topnotchmarine.com</a>