

Service Authorization & Agreement

By submitting a service request, you confirm that you have read, understood, and agree to the following terms.

01 Estimates

All estimates are provided in good faith based on the information available at the time. Marine repairs can uncover hidden issues that are not visible during an initial inspection. If additional repairs or parts are required, Passage Marine will contact you for approval before proceeding whenever reasonably possible.

02 Authorization to Operate

You authorize Passage Marine to start, operate, launch, haul, trailer, transport, and sea trial your vessel as reasonably required to inspect, diagnose, test, move, or verify repairs.

03 Hidden Damage

Marine vessels and mechanical systems may contain hidden defects, corrosion, wear, or damage that cannot be identified until components are disassembled. Passage Marine cannot guarantee that additional issues will not be discovered during the repair process.

04 Customer-Supplied Parts

Passage Marine does not warranty customer-supplied parts. Labour associated with diagnosing, installing, removing, or replacing customer-supplied parts remains the responsibility of the customer.

05 Warranty

Passage Marine stands behind the quality of our workmanship. Labour performed by Passage Marine is covered by our workmanship warranty, and parts are covered by the applicable manufacturer's warranty.

All warranty inspections and repairs must be completed at the Passage Marine shop unless otherwise approved in writing. The customer is responsible for transporting the vessel or equipment to our shop for warranty service.

Warranty is void if repairs, modifications, or warranty work are completed by another service provider without Passage Marine's prior written authorization.

06 Payment

Payment is due according to the terms shown on your invoice. Passage Marine reserves the right to retain possession of the vessel and supplied parts until all outstanding balances have been paid in full, where permitted by law.

07 Storage & Unclaimed Vessels

Customers are responsible for arranging prompt pickup once repairs are complete or they have been notified that their vessel is ready for collection.

Storage fees may apply to vessels left at Passage Marine beyond the completion date or agreed pickup date.

If a vessel remains unclaimed after reasonable notice has been provided, Passage Marine reserves the right to pursue any remedies available under the laws of British Columbia, including

enforcement of a repairer's lien and recovery of outstanding amounts owing, including storage fees, where permitted by law.

08 Owner Responsibility

The person requesting service confirms they are the legal owner of the vessel or have the authority to authorize repairs on the owner's behalf. The customer is responsible for maintaining insurance on the vessel while it is in Passage Marine's care unless otherwise agreed in writing.

09 Operation Against Advice

If Passage Marine advises that your vessel or its equipment is unsafe to operate, or recommends that it not be used until repairs have been completed, you assume all risk if you choose to operate or continue using the vessel. Passage Marine is not responsible for any resulting damage, equipment failure, personal injury, towing costs, environmental damage, or consequential losses arising from the vessel being operated against our recommendations.

10 Limitation of Liability

While every reasonable care is taken, Passage Marine is not responsible for pre-existing damage, hidden defects, corrosion, deterioration, equipment failures unrelated to the work performed, or consequential losses including loss of use, lost income, travel expenses, towing costs, environmental damage, or missed trips.

11 Hazardous Conditions

Passage Marine reserves the right to refuse or suspend work if a vessel presents an unsafe working environment due to contamination, excessive fuel or oil leaks, biohazards, structural instability, fire hazards, or any other condition that could endanger our staff or property. Any costs associated with making the vessel safe for service are the responsibility of the customer.

12 Documentation

Passage Marine may photograph and document your vessel before, during, and after repairs for diagnostic, warranty, insurance, quality control, and record-keeping purposes. These records remain the property of Passage Marine.

13 Personal Property

Please remove all personal belongings and valuables before your service appointment. Passage Marine is not responsible for loss of or damage to personal property left on board.

14 Communication

You consent to Passage Marine contacting you by phone, email, or text regarding estimates, approvals, repair updates, invoices, warranty work, maintenance reminders, and other service-related communications.

15 Acceptance

By submitting this service request, you acknowledge that you have read, understood, and agree to this Service Authorization & Agreement and the Passage Marine Terms & Conditions.