



# Dealer Service Department Information



Much of our Customer Service information is available on our Dealer Edge portal at [www.mydealeredge.com](http://www.mydealeredge.com) If you do not yet have access to this website contact [Tiffany.Troyer@smokercraftinc.com](mailto:Tiffany.Troyer@smokercraftinc.com) for username and passwords.

Dealer Edge portal information includes:

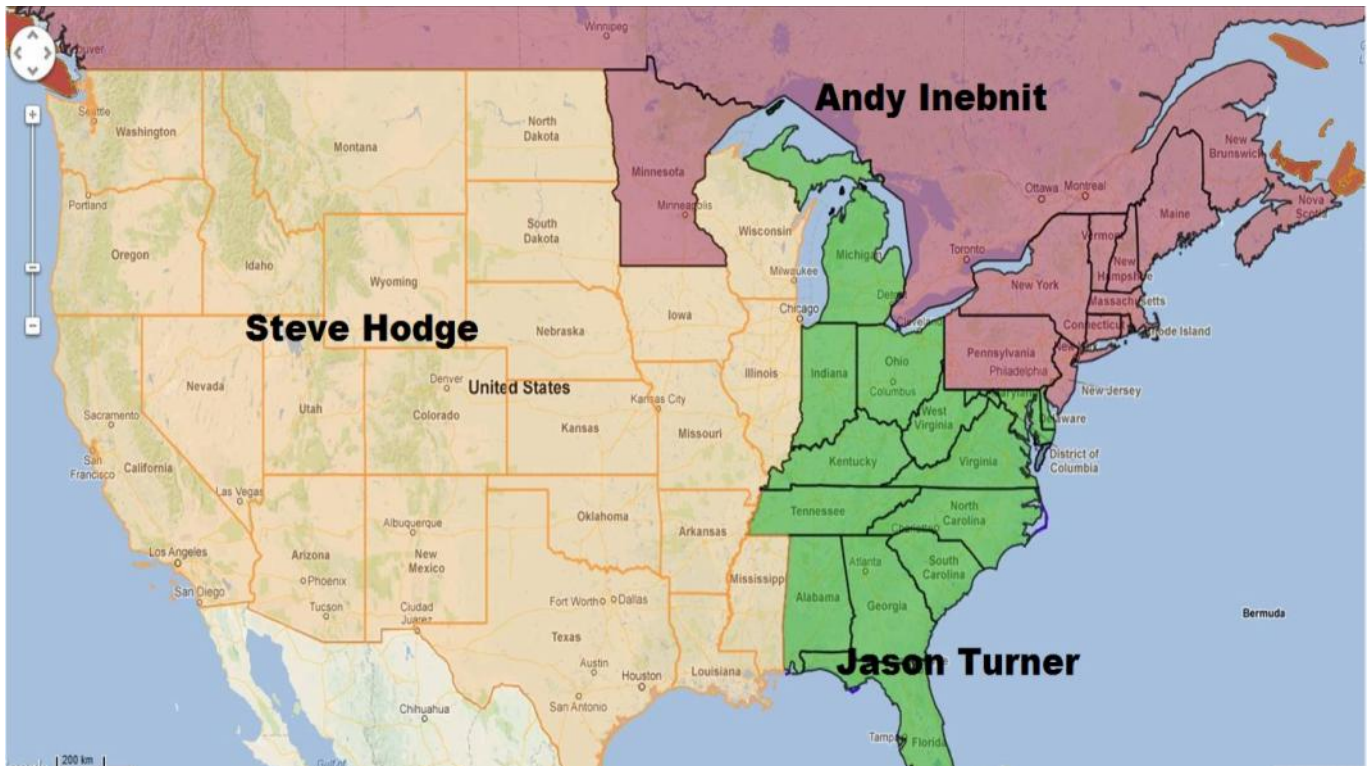
- Prop Chart Links
- Service Videos
- Service Bulletins
- Owners manuals
- Parts Finder with pictures and pricing
- Warranty Policy
- Warranty claim form
- Boat service return form
- Flat Rate labor guide

Here is some additional information that you may use when contacting our Customer Service Department:

## Contacts

**We've recently restructured the Customer Service department in order to better serve our dealer network. The details are as follows:**

- Customer Service representatives will now be responsible for all boat brands
- Each dealer will have a single Customer Service contact
- Territories will be defined by geographic area based on your district Sales Director
- The new territories will help reduce departmental traffic jams and speed up your claim or order process
- International accounts will not be effected



Andy Inebnit: 574-831-7087 or [andy.inebnit@smokercraftinc.com](mailto:andy.inebnit@smokercraftinc.com)

Steve Hodge: 574-831-7724 or [steve.hodge@smokercraftinc.com](mailto:steve.hodge@smokercraftinc.com)

Jason Turner: 574-831-7096 or [jason.turner@smokercraftinc.com](mailto:jason.turner@smokercraftinc.com)

International and Private Label Accounts are handled by Darrell Troyer: 574-831-7067 or [darrell.troyersmokercraftinc.com](mailto:darrell.troyersmokercraftinc.com)

If you have general Customer Service questions or comments, policy questions or need to talk to a manager, please contact the Director of Customer Service.

Andy Wolf: 574-831-7735 or [andy.wolf@smokercraftinc.com](mailto:andy.wolf@smokercraftinc.com)

## **Ordering Parts**

When placing an order for parts, please provide your Dealer Number. If you do not know your dealer number, your customer service representative will be happy to assist you.

Knowing the part number(s) of the item(s) you require also speeds up the processing of your order. If you cannot locate the part number(s), please have the **hull identification number** ready when communicating with your Customer Service Representative.

We suggest that you place your parts order via e-mail. This gives both your parts department and ours a record of the communication. If you designate your emails to have "read receipt" you will know exactly when your Customer Service Rep. has read your information. Orders called in on the phone are subject to verbal errors and can be delayed during the busy season. Sometimes information is needed verbally however, and we will do our best to respond as quickly as possible.

- When your order is entered into our system you will receive an automatic email notifying you that the order has been entered.
- When the part has shipped via UPS, you will also get an automatic e-mail invoice complete with the tracking number information.

**It is VERY IMPORTANT to contact your Customer Service Rep if your parts department is not receiving these notifications so that we can get this resolved for you. The automated email addresses will also be used to send your invoices and credit memos.**

## **Packaging/Handling charges:**

**Parts shipments will have packaging and handling charges added to each order. We have done this instead of an order minimum as many manufacturers are using. This allows smaller orders to be handled without delay.**

- ***Warranty parts = No Packaging/Handling charges applied***
- ***Back Orders = No Packaging/Handling charges applied***
- ***Shipments over \$250 in parts = No Packaging/Handling charges applied***
- UPS ground = \$5.99 Packaging and Handling fee plus exact UPS charges.
- UPS 2 day air = \$9.99 Packaging and Handling fee plus exact UPS charges.
- UPS Next Day Air = \$19.99 Packaging and Handling fee plus exact UPS charges.
- Orders shipping on a boat load = \$50 Packaging and Handling, no freight charges
- Drop ship orders = Bumps to the next higher Packaging/Handling fee appropriate for the shipping method.

## **Shipping Procedures**

There are several different methods of shipping that can be used by Smokercraft Family of Products/Starcraft Marine to get your parts orders to your dealership.

### **United Parcel Service**

Packages can be up to 150 lbs (70 kg).

Packages can be up to 165 inches (419 cm) in length and girth combined. This means, measuring entirely around the box and then adding the length of the box to this measurement.

Packages can be up to 108 inches (270 cm) in length.

**Note:** Packages that exceed UPS weight and size limits are subject to an Over Maximum Limits charge. This means, measuring entirely around the box and then adding the length of the box to this measurement.

**Example:** A box is 12 inches high by 12 inches wide by 24 inches long, this equals 12" + 12" + 12" + 24" for length = 72 inches.

### **UPS Freight Charges**

UPS freight charges are prepaid and added to the invoice for open account customers.

For C.O.D. customers, the UPS charges are added directly to your order. The total amount of your order is collected by UPS upon delivery.

### **COD Refusals**

Costs incurred for parts ordered COD that are refused upon delivery will be the responsibility of the dealer.

### **Damages**

Upon delivery, UPS shipments that look like they are damaged should be refused. These will be returned to us for a replacement to you and a claim will be filed by us to UPS. By UPS regulations, only the original shipper can file a damage claim against them. If you accept a package in this condition, it will delay the replacement shipment to you. If the box or container was not damaged, but the parts inside were, contact us immediately.

### **Lost Shipments**

Many times we have to send multiple packages when shipping your parts order(s). When you receive a shipment, the first thing you should do is locate the packing slip, which is attached to one of the packages. The packing slip will tell you how many packages were shipped with the order. If there are packages that did not arrive, please wait at least two days before calling us. Many times UPS unintentionally splits the shipment and the remaining packages will be delivered within the following two days. If these packages do not arrive on the second day, please call and we will place a tracer with UPS for disposition.

If the lost parts are required immediately, another order should be placed at the same time you call us to place the tracer. All problems concerning the lost shipment will be handled upon receipt of the UPS tracer.

## **Commercial Freight**

Another method of shipment is via Commercial Carrier. This method is used when packages are too large to ship via UPS or there is no load of product scheduled for delivery to you. There are extra charges for the additional packaging required to get the product safely to you. The extra charges will be the actual cost of the extra packaging materials, i.e., crating, cardboard, etc.

### **Damaged Commercial Freight**

If the commercial freight goods arrive damaged, **the dealer must note the damage on the bill of lading before signing** it and the carrier must be notified within 72 hours. Failing to do so will result in loss of claim. The freight carriers are very strict on this. **If it is not signed for as damaged on the bill of lading they will not accept responsibility for the damage and you will be billed for the replacement.**

### **Shipments with Product Loads**

We will load your part orders in product loads, when given adequate lead time (at least 2 days and whenever practical). The shipping fee for items shipped on a load is \$50. This fee offsets a portion of the actual costs associated with coordinating a load shipment. If a load is already being loaded or ready for dispatching, there is not enough time to allow for us to add your part orders to the shipment.

Special made items, such as pontoon rails, tubes etc., will require at least twenty five (25) working days advance ordering so that it may be placed on your product load. This allows for production time as well as time necessary for crating. Please leave additional advance notice during the busy summer months. Consult your Customer Service Rep. for lead time information.

Loading part orders in boats for shipment is a courtesy we provide for our customers. Every effort will be made to do so; however, the Smokercraft Family of Products/Starcraft Parts Department will not be liable for any freight charges incurred for orders that were not able to be loaded with product loads, and later have to be shipped by some other means.

Due to billing procedures and warehouse space, we can hold your order for delivery on a load for 30 days. After this time we will notify you that your order is being shipped, and ship it the most economical way.

**WE RESERVE THE RIGHT NOT TO PLACE PARTS ORDERS INSIDE A BOAT IF THERE IS A CHANCE OF ANY DAMAGE.**

## **Customer Pickups**

If you know you will be traveling to our factory, please call us at least two (2) days in advance and we will have your order ready for pickup the day you arrive, (with the exceptions of special made items which need at least 25 days notice).

For items back ordered at the time of pickup, please give us instructions as to how you would like these items shipped to you when we receive them.

Smokercraft Inc. will not be liable for the freight charges incurred, if you request these back ordered items to be shipped.

Due to billing procedures and warehouse space, we can hold your order for pickup for thirty (30) days. After this time we will notify you that your order is being held for pickup, and we require disposition as to what you want done with it.

**THE SMOKERCRAFT INC. PARTS DEPARTMENT WILL NOT BE RESPONSIBLE FOR ANY DAMAGES TO UNITS OR SHORTAGES OF ANY ITEMS PICKED UP ONCE THE PACKING SLIP HAS BEEN SIGNED.**

## **All Shipments Shortages & Damage Procedures**

It is the dealer's responsibility to check all packages for damage and shortages upon arrival. Should you have a discrepancy, please notify us within 72 hours of receipt.

### **Returns**

Parts received damaged (not attributable to shipping damage), defective or shipped in error are eligible for return if the parts department is notified within 30 days of receipt

Special order parts (pontoon tubes, pontoon fences, all upholstery items, steering consoles, live wells, etc.) are nonreturnable. Be sure all information is correct when ordering.

If the return is due to an error of ours, a call tag will be sent to pick up the wrong item(s).

If the return is due to your error, a return authorization # will be sent to you. Once the authorization has been received, you have 30 days from the date on the authorization to return the item(s). After 30 days the return authorization will become void and the parts will be returned to you if you sent them to us.

### **Returning a boat for service**

Boats requiring service work that the dealer chooses not to handle themselves can be sent back to the factory when a load of boats is delivered to the dealer or a nearby dealer. Current labor rates are \$110/hour for non warranty service work performed. Parts are billed at the normal dealer rate. The boat return form located at [www.mydealeredge.com](http://www.mydealeredge.com) has more information about sending boats back. The following stipulations for sending boats back must be followed:

1. Personal items need to be removed from the boat such as fishing equipment, life jackets etc.
2. Batteries must be disconnected
3. Boats must be winterized between Oct 1 and May 1
4. Please put protective wrap on fence, motors, etc. prior to shrink wrapping in order to prevent shrink wrap from rubbing and dulling the finish.
5. Please remove mooring covers/playpen covers prior to shrink wrap.
6. Put gap wedge in gates to prevent shrink wrap from closing gaps.
7. Remove fuel from the boat
8. Include digital pictures of boat (4 corners and interior) taken just prior to wrapping the boat. These will be used in case damage occurs during shipment or service work.
9. Shrink wrap to protect boat during travel. Transshield covers are available if you wish to use them instead of shrink wrapping the unit and are preferable in many cases. They are available free of charge on warranty service work.