



Payment Policy

GLM has revised some of our accounting practices to keep stride with the personnel, equipment and facility improvements made in 2014. Please be advised that effective January 1, 2014 Grey Lady Marine, LLC (GLM) has instituted new guidelines, policy and procedure with regard to how late payments and delinquent accounts are managed. As of 1/1/14 any and all payments are due upon receipt of their respective invoice. Not unlike other vehicle service or travel related businesses, GLM will now require full payment at the time services are provided. When we bring our cars in for an oil change we are expected to pay before we get our keys back. Likewise when we step onto a plane or even into a movie, we have paid for our ticket in advance. The payment practices and policies within the marine services industry are arguably the same.

Habitually delinquent payments may negatively impact the customer experience. Accounts with an invoice that goes unpaid beyond the 30 day mark surrender eligibility for any and all available discounted or promotional pricing for the remainder of the GLM fiscal year. Additionally, accounts with an unpaid invoice aged beyond 30 days may incur late fees, re-invoicing fees, statement fees and be subject to finance charges up to 18%. Accounts with multiple outstanding invoices may be subject to legal action, collections and liens.

Invoice inquiries are addressed on a case-by-case basis. Understanding that there may be questions, concerns, and requests for additional information and clarification from time to time, we allow a 15 day grace period to review and comment on each invoice. Any grievance, question, concern or inquiry must be made in writing to GLM within the first 15 days of the invoice date. If an inquiry session extends beyond the 30 day mark with regular communication, late fees and finance charges may be temporarily suspended during the question and answer period with the expressed understanding that once an agreement is made, full payment will immediately follow.

Failure or neglect to communicate an inquiry within the prescribed timeframe will constitute ambivalent / complacent acceptance of all charges. We do not approach the care of any boat with ambivalence or complacency; we ask the same respect be returned in the handling of payments. GLM is not responsible for lost or delayed mail. We offer email invoicing for everyone's convenience, we offer credit card payments by phone and through the *Credit Card Authorization Form*. Living in a digital age we believe our e-services may benefit everyone and therefore encourage the completion of the *Go Green* and *Credit Card Authorization Forms*.

We believe timely and effective communication is vital to the success of any relationship. GLM welcomes and encourages all feedback, comments and suggestions to develop and improve the customer experience. Feedback may be submitted at info@greyladymarine.com.

We are grateful for and appreciate your business. We are proud to have you as our customer and are looking forward to a remarkable year together.

Thank you – The GLM Team