

## Warranty Process

Jeanneau and Sea Ventures aim to deliver an industry leading product and service and we are here to support you with any issues that may arise with your new boat whilst it is in your ownership.

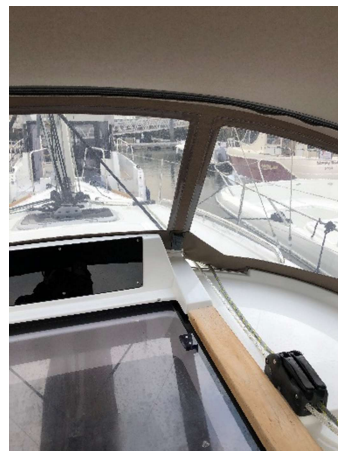
Fortunately, these issues are often covered under Jeanneau's comprehensive warranty, (please refer to Jeanneau's General Warranty Conditions document for full details of what is covered, this is included in your handover pack).

If your boat is in its warranty period and you believe an issue should be covered, please follow this guide in order for us to process your claim in the most efficient manner.

1. In the first instance when you find a fault, pictures or videos are the most important thing as they help the factory to identify the fault and they will **NOT** approve a claim without evidence.
2. Please take a close-up picture or video of the fault in question (See example Fig 1) which shows the problem.
3. Then take a photo from further away (See Fig 2) which highlights the general area of the boat in which the fault lies.
4. If the problem is with an item of hardware produced by another manufacturer, e.g. a battery charger or instrument, then please provide a picture of the model number and serial number, contact us for details of how to find these if required.
5. Then email your pictures through to [service@seaventures.co.uk](mailto:service@seaventures.co.uk) with a description of the fault and very importantly the hull number of your boat which can be found on your original Sea Ventures invoice or Builders Certificate and will begin with FR-
6. Once we have this information, we can process your claim with the factory. The more information and pictures we have then the quicker we will be able to relay the information to the factory and get their authority to proceed with any remedial work.
7. All warranty work must be approved prior to works being carried out so please do not instruct work to be carried out on your boat without prior approval.



**FIG. 1**



**FIG. 2**