



MEMO

RE: *WINTER STORAGE, SERVICES & ANNOUNCEMENTS*
DATE: *August 2008*

We are having another great season with fantastic weather. We would like to thank all our customers for your continued business. Once again, Harborside Marina and Yacht Sales is proud to be one of a handful of Marine Industry Certified Dealer's in Connecticut and New York as well as being named one of Boating Industry's Top 100 Dealers in the Country. Marine Industry Certified Dealers adhere to a strict Consumer Bill of Rights, which clearly state the dealership's responsibilities to the consumer. Marine Industry Certified Dealers assure the dealership's commitment to excellence, raises service standards improving overall boating experience, knowledge of what to expect from a marine dealer, and guaranteed opportunity for the customer to provide feedback and resolve issues. Again we have raised the bar for our interactions between the dealership and the customer- the foundation of our dealership.

Many of you have had the opportunity to work with Tony DeAngelo in our service department and have seen how we have been able to provide next day service in many cases. This is greatly due to our systems and communication. If you have not met Tony, please feel free to give him a call to discuss any of your needs.

Included with this letter is our Winter Storage/Spring Service information. We have a lot of requests for storage this year and will sell out, so it is imperative that you take the time and fill out your forms early and get them to us. Even if you plan on using your boat into the Fall, let us hold a spot for you. We continue to offer what no other company does- **TURN KEY SERVICE**. If you have any questions about what is included, how much something will cost or any service concern, please contact Tony, or myself at any of the following numbers.

PHONE (860) 669-1705 X 15 John Benchimol--Owner
X 17 Tony DeAngelo—Service Manager
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Thank you in advance for your prompt attention to this matter.

John Benchimol

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