Customer Service Agreement

Noravoq Vessel Management - Please review the following terms before booking our services.

Noravoq Vessel Management

Business Phone:(786) 223-5254

Business Email: info@noravoqvessel.com

Website: www.noravoqvessel.com

Effective for bookings accepted on or after: 10/20/2026

Customer and booking details are recorded in the applicable Service Order.

1. PARTIES, SCOPE, AND SERVICE ORDERS

This Customer Service Agreement (“Agreement”) governs services arranged by Noravoq Vessel Management, a limited liability company (“Company”), for the customer identified in the applicable booking, quote, invoice, or service order (“Customer”).

For purposes of this Agreement, a “Service Order” means any booking confirmation, accepted quote or estimate, invoice, work order, written or electronic confirmation, or similar record that identifies or confirms the property or vessel, service location, appointment or service window, scope of services, and price or pricing method for a particular job. A Service Order may be created, communicated, or accepted through a company website, booking or dispatch platform, email, text message, telephone confirmation documented in writing, electronic signature, or paper document. The term is not limited to any particular booking, payment, or communications platform.

This Agreement and the applicable accepted Service Order together form the agreement governing the booked service. The Service Order identifies the specific services authorized for that job. Company coordinates bookings, communicates with Customer, collects payment, and arranges services. Hands-on work may be performed by independent third-party subcontractors rather than Company employees. Additional or future services are covered only when included in an accepted Service Order and performed by a suitably qualified provider.

2. PRICE, ESTIMATES, ADD-ONS, AND PAYMENT

Customer agrees to pay the price in the accepted Service Order plus taxes and disclosed, approved charges. Pricing may depend on property type, size, condition, location, access, and scope. An estimate based on photos or Customer-provided information assumes the actual condition reasonably matches that information.

If a material condition or requested change would increase the price or change the scope, Company will try to call Customer first; if Customer cannot be reached, Company may text and then email. No material add-on or price increase is authorized unless Customer affirmatively approves it by booking-system response, email, text, e-signature, or other recorded written/electronic confirmation. Without approval, the provider may complete the safely separable original scope or pause and contact Company.

For a job totaling more than $1,000, a 50% deposit is due when requested in the Service Order. The balance is due upon completion unless the Service Order states otherwise. Company may use Stripe or another payment processor. Customer authorizes payment only for amounts properly due under this Agreement and the accepted Service Order. No unapproved add-on will be charged.

3. CANCELLATION, RESCHEDULING, AND FAILED ACCESS

Customer may cancel or reschedule without a cancellation fee by giving at least 24 hours' notice before the scheduled service window. For cancellation less than 24 hours before the scheduled service, Company may charge 10% of the booked service price as a reasonable scheduling and dispatch fee, to the extent permitted by applicable law.

If Customer fails to cancel or reschedule and the Company or assigned provider arrives at the agreed location during the scheduled service window but cannot reasonably access the vehicle or vessel, the service location, or any required facilities because of circumstances within Customer's control, the situation may be treated as a late cancellation. This includes circumstances such as Customer's failure to provide required access, authorization, keys, gate codes, marina or facility permission, or other access arrangements previously agreed upon. Any applicable fee will be limited to the amount stated above and charged only to the extent permitted by applicable law. Company or the provider will make reasonable efforts to contact Customer and, where reasonably practicable, allow Customer an opportunity to resolve the access issue before treating the appointment as a failed-access cancellation.

If Company or the provider cancels or reschedules due to weather, unsafe conditions, access restrictions not caused by Customer, provider unavailability, or another operational issue not attributable to Customer, Company will offer rescheduling without a cancellation fee. If rescheduling is not reasonably possible, Company will refund amounts paid for services not performed, including the deposit portion attributable to unperformed services.

For a Customer cancellation, prepaid amounts for unperformed services will be refunded less any applicable late-cancellation or failed-access fee and any separately disclosed third-party charge actually incurred with Customer's prior approval, to the extent permitted by applicable law. If service has begun, Customer must pay for work properly performed and approved add-ons; any remaining prepaid amount for unperformed services will be refunded. Completed services are not refundable merely because Customer changes their mind, without limiting rights arising from material nonperformance or rights that cannot legally be waived.

4. WEATHER, ACCESS, DELAYS, AND FORCE MAJEURE

Work may be paused, delayed, or rescheduled when weather, lightning, heat, wind, unsafe footing, site conditions, facility rules, lack of utilities, or other circumstances make service unsafe or impractical. Company/provider may make a reasonable safety-based decision to stop or postpone work. No cancellation fee applies when Company/provider initiates rescheduling for these reasons.

Neither Company nor provider is responsible for delay caused by events beyond reasonable control, including severe weather, hurricanes, flooding, government orders, facility closures, supply disruptions, or sudden unsafe conditions, provided reasonable notice is given and work resumes or is rescheduled when practicable. Payment for services already properly performed remains due.

Customer must provide safe, timely, lawful access; disclose restrictions, hazards, and facility rules; and have authority to order the service and authorize access. If access is unavailable or materially different from what was disclosed, Company may reschedule, propose a revised quote subject to Customer approval, or cancel the affected service. No undisclosed waiting, trip, or access fee will be charged unless disclosed and approved.

5. INDEPENDENT SUBCONTRACTORS AND RESPONSIBILTY

Customer understands that Company operates as a service-management and coordination business and that hands-on work may be performed by independent third-party subcontractors rather than Company employees. Subcontractors operate as separate businesses and are responsible for their personnel, tools, products, equipment, and on-site work methods, subject to the agreed service scope, applicable safety requirements, access rules, and applicable law.

Company may select, coordinate, and assign subcontractors to perform booked services and may require relevant experience, qualifications, licenses, permits, and evidence of insurance appropriate to the services being performed. Subcontractors are expected to maintain insurance appropriate to their work and operations. Company also intends to maintain its own business insurance appropriate to its services and business model. The existence of Company insurance and subcontractor insurance does not guarantee that a particular incident, loss, claim, service, or amount will be covered; actual coverage is determined by the applicable insurance policies, including their terms, exclusions, conditions, and limits.

To the extent permitted by applicable law, Company is not responsible for the independent acts or omissions of a subcontractor solely because Company arranged or coordinated the service. However, this provision does not exclude or limit any duty, responsibility, or liability that applicable law imposes on Company, including liability arising from Company's own acts or omissions. Nothing in this Agreement releases any party from liability that cannot legally be excluded or limits Customer's non-waivable rights.

6. CUSTOMER RESPONSIBILITIES AND CONDITION

Customer represents that Customer owns the property or has authority to order service and permit access. Customer must remove or secure cash, valuables, documents, and personal items; disclose known defects, prior repairs, sensitive finishes, modifications, leaks, loose components, and hazards; and identify areas that must not be touched. Company/provider is not responsible for unsecured items except to the extent loss is caused by legally actionable conduct.

Cleaning and care services may not remove all stains, odors, oxidation, biological growth, water spots, embedded dirt, or prior deterioration. Results depend on condition, age, prior treatment, materials, weather, and other factors. No specific cosmetic result is guaranteed unless expressly stated in the Service Order. Additional work must be described and approved before performance.

7. DAMAGE REPORTS AND SERVICE ISSUES

Customer should inspect the property promptly after service when reasonably practical and notify Company as soon as reasonably possible of alleged damage, missing property, or a material service deficiency, preferably within 48 hours after completion or discovery. The report should include the service date, a description, affected area, and photographs if available. Prompt notice allows timely inspection; it does not automatically extinguish a claim or shorten a period that cannot lawfully be shortened.

Customer should give Company/provider a reasonable opportunity to inspect and document the condition before repairs, alterations, or further work, except when immediate action is reasonably necessary to prevent injury or further damage. Customer should preserve photos, receipts, estimates, and relevant evidence. Company may request information reasonably needed to evaluate the report. For a deficiency attributable to the booked work, Company may, where reasonable and legally appropriate, arrange correction or another appropriate resolution.

8. SERVICE PHOTOS AND OPTIONAL MARKETING CONSENT

Customer authorizes reasonable before, during, and after photographs of serviced areas for estimating, service documentation, quality control, safety, billing, and handling service concerns or claims. Photos should avoid people and unrelated personal information and, where reasonably practicable, obscure registration plates, vessel names, addresses, access codes, and other identifying details.

Marketing use is separate from operational documentation. Customer may optionally consent below to Company using non-identifying photos for marketing, its website, portfolio, and social media. Consent is not a condition of service. Without opt-in consent, photos may still be taken and retained for the operational purposes above but will not be used publicly for marketing absent later consent.

9. ASSUMPTION OF RISK, RELEASE AND LIMITATION OF LIABILITY

Customer acknowledges that vehicle washing, vessel washing, and related services may involve ordinary risks associated with the condition, age, materials, construction, maintenance, and prior repair history of the property being serviced. These risks may include pre-existing wear, deterioration, hidden defects, prior repairs, loose or fragile components, failing finishes, material sensitivity, and conditions that may become visible or affect the results of the service. Customer agrees to disclose known defects, hazards, and special care requirements before work begins.

To the fullest extent permitted by applicable law, Customer releases Company and its owners, managers, and personnel from claims for loss or damage caused solely by inherent risks disclosed in this Agreement, pre-existing conditions, or Customer’s failure to disclose a known defect or hazard. Any release of claims based on ordinary negligence is intended to apply only to the extent expressly permitted by applicable law and only where enforceable under the facts and circumstances.

To the fullest extent permitted by applicable law, Company is not responsible for the independent acts or omissions of a subcontractor solely because Company arranged or coordinated the service. This provision does not release or limit any liability arising from Company’s own acts or omissions, any responsibility that applicable law imposes on Company, or any liability that cannot legally be excluded. Nothing in this Agreement guarantees that Company will be immune from a claim arising from a subcontractor’s work.

To the fullest extent permitted by applicable law, neither Company nor its providers will be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, including lost use, lost profits, business interruption, or diminution in value, except where prohibited by law. For a claim arising from a service, Company’s aggregate contractual liability, if any, will not exceed the amount Customer paid Company for the specific service giving rise to the claim, except for liability that cannot legally be limited or where a court finds the limit unenforceable.

Nothing in this Agreement releases gross negligence, intentional misconduct, fraud, or any other liability that cannot legally be waived or limited. Nothing in this Agreement limits Customer’s non-waivable rights under applicable law.

These limitations are intended to be conspicuous and understood before booking. They do not guarantee that Company cannot be sued and do not eliminate duties or liability that controlling law does not permit the parties to waive.

10. CUSTOMER INDEMNIFICATION

To the fullest extent permitted by law, Customer will indemnify and hold Company and its personnel harmless from third-party claims, losses, and reasonable costs to the extent arising from Customer's material misrepresentation of ownership/authority, failure to disclose a known hazard or defect, unlawful instructions, or Customer's negligent or intentional acts. Customer has no duty to indemnify any person for that person's own negligence, gross negligence, intentional misconduct, or conduct for which indemnification is prohibited by law.

11. INSURANCE

Company intends to maintain business insurance appropriate to its services and business model. Company also requires or expects independent subcontractors performing services to maintain insurance appropriate to the nature and scope of their work, including any coverage required by applicable law or contract.

Company's insurance and a subcontractor's insurance are separate policies and may provide different coverage, limits, exclusions, conditions, and deductibles. The existence of either policy does not guarantee that a particular service, incident, property, loss, or claim will be covered. Actual coverage is determined by the applicable policy terms and the insurer's coverage determination.

Customer may request available evidence of Company's then-current insurance before booking. Where available and appropriate, Company may also provide or facilitate access to evidence of a subcontractor's insurance relevant to the booked service. Any certificate or other evidence of insurance is provided for informational purposes and does not amend, extend, or guarantee coverage under an insurance policy.

Nothing in this section expands or reduces any rights or obligations under an applicable insurance policy or applicable law, or excludes liability that cannot legally be excluded.

12. DISPUTES AND GOVERNING LAW

The parties will first attempt in good faith to resolve a dispute by written notice to Company and a reasonable opportunity to respond. If unresolved within 15 calendar days after notice, the parties will attempt one mediation with a Florida-certified mediator, with the mediator's fee shared equally unless otherwise agreed or required by law. This does not prevent emergency relief or a filing needed to preserve a deadline. No arbitration is required.

Florida law governs except to the extent another law mandatorily applies. A lawsuit must be brought in a court of competent jurisdiction in Miami-Dade County, Florida, unless applicable law requires another venue or the parties cannot lawfully select that forum. A prevailing party may recover reasonable attorneys' fees and costs only to the extent permitted by applicable law and court order.

13. ELECTRONIC ACCEPTANCE AND SIGNATURES

Customer may accept by (a) checking a required, initially unchecked box clearly stating Customer has read and agrees to this Agreement before completing online booking/payment; (b) signing electronically through an e-signature process; (c) replying to an emailed copy with a clear statement of acceptance after receiving the complete Agreement; or (d) signing a printed copy. Merely visiting a website or proceeding without a clear affirmative act is not intended to constitute acceptance.

Company should display a conspicuous link to the complete Agreement beside the checkbox, permit Customer to open/save/print it, and retain the accepted version, booking/order identifier, Customer contact information, date/time, acceptance/signature event, and copy of confirmation sent. Changes should apply prospectively and be presented for renewed acceptance where legally required. Electronic records and signatures may be used to the extent permitted by applicable law. Customer should retain a copy of this Agreement and the Service Order.

14. GENERAL TERMS

This Agreement and the accepted Service Order are the entire agreement for the booked service. Amendments must be in writing or accepted electronically by both parties. If a provision is unenforceable, it will be limited only as necessary and the remaining provisions continue in effect. Failure to enforce a provision is not a waiver. Company may use subcontractors as described above. This Agreement does not create an employment, partnership, joint venture, or agency relationship beyond the service arrangement stated here.

The person accepting confirms they are at least 18 or otherwise legally authorized to enter the transaction and, if acting for a business or owner, have authority to bind that person/entity. Any recurring service must be described in the Service Order, including frequency, price, renewal/cancellation process, and price-change notice. No recurring charge is authorized unless disclosed and accepted.

15. VESSEL SERVICE-SPECIFIC TERMS

The initial service is a standard exterior boat or yacht wash. Unless the accepted Service Order expressly provides otherwise, the standard wash includes the deck, cockpit, cabin exterior, helm, and other accessible exterior surfaces above the waterline that are reasonably accessible and safe to clean.

The above-water hull sides, extending from the rub rail down to the waterline, are excluded from the standard wash unless the applicable Service Order specifically includes them. The underwater hull bottom and underwater running gear are excluded from the standard wash and will not be cleaned under a standard wash booking.

Waxing, polishing, compounding, oxidation treatment, interior or cabin cleaning, repairs, painting, underwater cleaning, mechanical work, vessel movement, provisioning, storm preparation, and other vessel-management services are excluded unless expressly listed in an accepted Service Order and performed by a suitably qualified provider with any required permissions and insurance.

Customer represents that Customer has authority to authorize access to the vessel and the marina, dock, residence, storage facility, or other service location. Unless the Service Order expressly states that Company will obtain permission, Customer is responsible for securing owner, marina, storage-facility, and other required third-party approvals and complying with applicable facility rules. Disclosed marina, vendor, contractor access fees, and other approved third-party charges may be passed through to Customer.

Before booking, Customer must disclose the vessel’s location, length, type, configuration, access restrictions, water and shore-power availability, and special facility requirements. Customer must also identify known issues involving gelcoat, paint, teak, stainless steel, glass, upholstery, canvas, fittings, nonskid surfaces, electronics, electrical connections, leaks, water intrusion, loose parts, prior repairs, or deterioration. Vessel materials may be sensitive to chemicals, pressure, moisture, or handling.

No person performing the service may start an engine, operate vessel systems, move the vessel, change dock lines, disconnect shore power, or perform underwater work unless the activity is expressly authorized in a separate written Service Order and the provider has the required qualifications, permissions, and insurance.

Service may be paused or rescheduled due to lightning, wind, tide, vessel movement, unsafe dock conditions, marina restrictions, unavailable water or power, or other conditions that make the service unsafe or impractical. Any cancellation, rescheduling, refund, or applicable fee will be handled under Section 3 of this Agreement.

The initial service area is Miami and South Florida, subject to availability, location access, and the accepted Service Order.

OPTIONAL PHOTO MARKETING CONSENT - SEPARATE FROM SERVICE ACCEPTANCE

I separately consent to Company's use of non-identifying photographs of the serviced property or service results for Company marketing, website, portfolio, and social media. Company will make reasonable efforts not to display registration plates, vessel names, people, addresses, access codes, or other identifying information. Consent is optional and not required to purchase service. I may withdraw consent for future uses by emailing Company; withdrawal does not require removal of materials already printed or distributed, but Company will stop new uses within a reasonable time.

Optional consent: Yes ____ No ____

CUSTOMER ACKNOWLEDGMENT AND ACCEPTANCE

By signing below or affirmatively accepting online, Customer confirms an opportunity to review this Agreement, understands that service may be performed by independent subcontractors, and agrees to its terms, including Section 9 to the extent enforceable under applicable law.

Customer name: _____

Signature: _____ Date: _____

Service order / booking reference: _____