

## INSTRUCTIONS FOR ORDERING

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When the work is done on behalf of an insurance company **the person ordering the work must be the owner of the work object** or someone authorized by them. If the customer wishes to carry out any additional work in connection with the insurance repair, the order for the additional work must be placed as early as possible.

### DAMAGE REPORT

Damage must be reported to the insurance company before the insurance company can issue a repair permit. Delivering a copy of the damage report for Leevenene is also recommended.

### LIFTING

If there are any special requirements regarding lifting, handling or supporting the boat, the customer must inform Leevenene about these.

### MAST

The customer takes care of undoing/doing the sails, boom, ropes etc. before the mast is lowered/lifted unless otherwise agreed. This also applies for mast wiring cables. Boats to be repaired in the autumn after the sailing season must be brought to the workshop without a mast.

### REMOVAL OF PERSONAL ITEMS AND VALUABLES BEFORE REPAIRS

Before the work starts, any personal, sensitive or valuable items must be removed from that part of the boat where the work will take place.

### SEPTIC TANK

**Septic tank must be emptied** before the boat is brought to the workshop! nen kun vene tuodaan!

### FROST PROTECTION AND COVERING

**The frost protection** of the engine, water systems, toilet etc. is not nor-

mally work covered by the insurance. Such **work must be ordered separately**. Covering the boat before the work or after completion of the work must be agreed upon separately.

### TRANSPORTING THE BOAT TO THE FACILITY

Get in touch with Leevenene staff beforehand to discuss transportation. Leevenene has trusted transportation partners, recommended for land transportations.

### INSURANCE

It is required that any boat to be repaired or docked with Leevenene must be insured for docking, fire, theft and other possible damage.

### MOORING THE BOAT

The boat must be securely moored with the fenders put on both sides even if no other boats are adjacent. The boat is at the customer's risk and responsibility until Leevenene has received it.

### BOAT KEYS

Keys to any boat brought to Leevenene must be delivered to Leevenene's customer service point. They can also be left in the key box at the customer service point as long as labelled with name and contact details. (the key box has labels, pencils etc.) If the main switch is in difficult to find, please include instructions on the label.

### COLLECTING THE BOAT

The boat must be collected at the agreed time.

Leevene Oy adheres to the terms and conditions of the Finnish Boat Association Finnboat Ry, approved by the Consumer Ombudsman.

#### Leevene **HELSINKI**, Lauttasaari

Veneentekijäntie 11, 00210 Helsinki  
Tel: 010 239 2300

Customer service: Jori Kaunisto  
jori.kaunisto(at)leevene.fi or call 010 239 2303  
Boat repairs and dock: Nino Hallikainen  
nino.hallikainen(at)leevene.fi or call 010 239 2304  
Boat repairs: Jan Hallikainen  
jan.hallikainen(at)leevene.fi or call 010 239 2306

#### Leevene **TURKU**, Satava

Samppaantie 385, 20960 Turku  
Tel: 010 239 2307

Customer service: Miki Kämäräinen  
miki.kamarainen(at)leevene.fi or call 010 239 2307

Emergency line (We aim to operate 24/7) call 010 239 2302.