



SERVICE AID

With the intent of providing a better service and the will of being always at the client's disposal, **CANTIERI DI BAIA** has created the "**SERVICE AID**", a service made ready to receive emergency and After Sales requests.

The contact numbers and e-mail are:

Tel.: +39 (0)81 658 78 78

(Monday-Friday, 8.30 am – 6.30 pm)

Fax: +39 (0)81 868 76 48

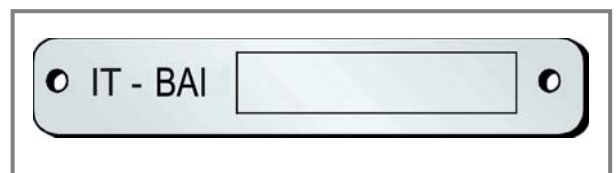
e-mail: service.aid@baiayacht.it

Skype: [service.aid@baiayacht.it](https://www.skype.com/people/service.aid@baiayacht.it) / Baia Service Aid

PROCEDURE FOR INTERVENTION REQUESTS

The client though, has to provide some information to help individuate the boat that needs the intervention, therefore it is necessary to have in hands the following data:

- **MODEL**
- **CIN**: the Craft Identification Number (ITBAI) is reported on the documents delivered together with the boat and it is easily detectable on a metallic plate, of which here is an example, placed on the stern, starboard side, as indicated on the Owner's manual:
- **OWNER CONTACT NUMBERS**
- **E-MAIL**



Phone Operators will receive the request and fill up an "*intervention form*", that will be then forwarded to the competent technician, chosen on geographical basis, who will promptly intervene for the problem resolution.

As an exception and in the time not covered by the *Service Aid*, the emergencies can be communicated by calling the following number **+39 335 736 42 40**.