

# A Letter From Our Service Department

To Our Inland Family,

Hello. This is Robert, the Service Director over at Inland. We hope you had a fantastic summer out on the water. September is here and that means bringing your boat in to prepare for the winter season. As our team is gearing up to service roughly 500 boats over the next few months, we wanted to take a quick moment and give you a heads up on some changes.

Part pricing has continued to increase and our costs fluctuate based on supplier availability. In addition, for the first time in nearly 3 years, we are increasing our service retail labor rate. We estimate an average increase of 15% in the price of fall services compared to this time last year. There are two main reasons for this and we want to be totally transparent about them to provide you with a clear understanding.

**Reason #1** - This new economy of ours makes it harder to attract and retain excellent staff to serve you. We have top-notch technicians and we want to pay them what they deserve so we can keep providing you with excellent service.

**Reason #2** - The price of parts/materials--the ones that get baked into the cost of servicing your boat--has risen, significantly in some cases. For example, over the last two boating seasons we have witnessed costs change as follows:

- Oil filter costs are up by as much as 69.24%
- Routine maintenance fluids are up as much as 135.63%
- Impellers are up by 28.43%
- Engine parts are up by 42.86%
- Shrink wrap materials are up by 35%

We've started sourcing some materials from other suppliers to cut costs but the impact remains. It's been a wild multi-year period for supply chains and the impact of COVID and other delays have been far-reaching. If you should have any questions at all, please reach out to me via email at [Robert@inlandboatcompany.com](mailto:Robert@inlandboatcompany.com) or call me directly at 919-401-6073 ext 116.

Thanks for your understanding and, as always, thank you for being an Inland customer.

*Sincerely,*



**Robert Bajdas**

Service Director at [Inland Boat Company](#)

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