

BUYER / SELLER TESTIMONIALS



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Waterline Boats Brokerage
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.....FROM A BUYER

Dear Waterline Boats

Joyce and I would like to thank you for the outstanding professional service provided by your Brokerage, Waterline Boats, in the purchase of our 2010 Mariner 42 Classic.

After two years of looking for our ideal vessel, we fell in love at the Seattle Boat Show with the 2010 Mariner when we saw her 42 Classic Europa styling, stout construction and interior space allocation. However, what really convinced us that this was right for us was the professionalism of your brokerage in the handling of not only the purchase details, but the many aspects of importing and exporting a vessel to and from the USA, and for making sure that our every request was carried out in a professional, cost effective and efficient manner. The experience could not have been better.

You have an outstanding business. Your attention to detail to satisfy your customer's wants and needs and to ensure they realize their dream is exemplary. I do not hesitate to tell everyone we meet what outstanding professional service your brokerage provides.

Thank you.

~Dave and Joyce Bartram, Deep Bay, BC
M/V MURRELET

.....FROM A SELLER

After trying to sell our 49' Lord Nelson Victory Tug for several months to no avail we were contacted by WaterLine Boats in Seattle. They explained the advantages of using their brokerage to sell our boat. They advertised the boat on line and arranged to have it written up in a local boating magazine. Our broker personally followed up on all inquires, showing the boat to qualified customers and ultimately orchestrated a successful sale. All WaterLine personnel are knowledgeable boaters and honest and caring individuals. We recommend this boat brokerage for sellers and buyers alike.

~Alice and Jerry Morris, Marysville WA

.....FROM A BUYER

We purchased a used Camano 31 from Waterline Boats in March of 2010. They far exceeded our expectations for several reasons. They helped us compare several makes and models of boats to assist us with choosing the one that was right for us. They spent time helping us to feel comfortable operating our new boat. Finally, they followed up after the sale to ask about our satisfaction and anything else we needed. Waterline Boats defines what customer service is all about.

~Brett and Sue Oemichen, Port Ludlow WA

.....FROM A SELLER

Throughout the listing, showing, and sale process, I found everyone at Waterline Boats to be very professional and honest. They went to some lengths to keep me informed of website traffic, scheduled showings and post-showing feedback. The best measure of customer happiness is whether or not you would use the same company again. In my case, the answer is a definite yes.

~Mark French, Tacoma WA

.....FROM A BUYER

Waterline Boats, on Lake Union in Seattle, is a boat brokerage that gets my support and recommendation. From helping find the "right" boat, seeing a complex and difficult transaction through to successful completion, to supporting the preparation of the yacht for the adventurous relocation to Southeast Alaska, they were a class act. Knowing we were a distant buyer they kept us well informed and followed through when actions were needed to keep things "on track". Thanks!!!

~John and Caren Yerkes, Independence OR

.....FROM A BUYER

With my background in Canada Customs I knew that bringing a boat into Canada was not as daunting as most people imagine. It was ensuring that I was going to be in possession of the appropriate paper work to present to Customs upon my return along with being protected from bogus sellers that was my major concern. I found that purchasing a boat through Waterline Boats gave me that feeling of security. They communicated with me every step of the way to ensure that I was completely informed, and responded quickly to any questions I had. When I took delivery of the boat I was presented with every document I needed to import the boat into Canada. My clearance through Customs took no more than 15 minutes. Because of this experience I highly recommend Waterline Boats and thank them for their professional assistance.

~Rick Pinniger, Sidney BC

.....FROM A SELLER

We appreciate the excellent job your team did helping us to sell our boat. You kept us up-to-date even though we were out of town and we never felt that we were "out of the loop." We appreciate the way our boat was always kept in show condition at your dock. Thank you for all the time you put in handling the little details that came up at the time of the sale. WaterlineBoats is professional in every way and we feel good about recommending you to any of our friends who are thinking of buying or selling a boat.

~Richard and Betty Geddes, Port Angeles WA

.....FROM A BUYER

In the world of boat sales, you are the best! I have worked in the boat industry for thirty-five years. Your integrity and overall expertise in the boat sales process is truly unmatched. Thank you for your friendly, honest, knowledgeable service, including great follow through during the entire boat purchasing process.

Thank you for listening to any concerns and questions we had regarding our 2000 Camano 31 purchase and providing timely solutions and answers. You represented the seller while fairly responding to our interests. We love our "new" used boat. The buying process was comfortable and efficient from start to finish. Thank you for your consistent, honest communication and attention to the many details.

~Paul and Sharon Behnke, Lake Forest Park WA

.....FROM A SELLER

My experience with Waterline Boats was nothing short of amazing! I previously had my Nordic Tug 32 listed with two different brokers, both with exposure to the B.C. and Pacific Northwest markets. After one year, the results were dismal at best. After listing my boat with Waterline, it sold in three weeks! The results speak volumes. Scott Helker and his team understand the importance of customer relations.

Curt Dichiera, Port Angeles WA

.....FROM A BUYER

I am writing this letter to show my appreciation for a job well done. I cannot thank you enough for all the help you provided me this past fall with the purchase of my boat, ex-U.S. Coast Guard 44364, through your company, Waterline Boats LLC.

This was a rather complex transaction being that I live in Ohio and the boat was located in Seattle. If it were not for your outstanding broker skills I would not have been able to purchase this boat and get it transported to Ohio. I learned a great deal from watching you see this deal through to the very last detail including personally seeing to it that the boat was properly loaded on the transport truck as it prepared for its journey to its new home in Sandusky, Ohio.

Again, thank you so much for helping me realize my dream of owning this boat.

~Joseph E. Bercik, North Olmstead, Ohio

...from a BUYER

As a business owner and one who appreciates prompt, professional dealing, I can only say that I was very pleasantly impressed in dealing with Gary Buck at Waterline Boats / Boatshed Seattle. He was very professional and courteous. Everything that we spoke about was kept at Waterline. His knowledge of boats and the in's and out's of handling the purchase, from the referrals for a Title Transfer company, boat haul out facilities, giving me pages of business cards to choose my own surveyor from etc. made this the most pleasant boat purchase I have ever made. (In his favor also, was the fact that he owns and sails a very nice sailboat!).

~Joe Kiernan, Kingston WA

.....FROM A BUYER

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Editor,

A year ago, with great trepidation, we shifted to the Dark Side. After 30 years of sailing, including two extensive offshore voyages through the South Pacific and Mexico, we became 'stinkpotters'. However, our anxiety about the process and change in cruising adventure was an unexpected pleasure due, in large part, to the dealer from whom we brought the new trawler. This was not our first experience in buying a new boat. Our last 37' sailboat was purchased new in 2000 from a Seattle dealer so we had an experience from which to compare this purchase. Our choice was a Mariner 37 Seville Pilothouse trawler from Waterline Boats on Westlake in Seattle. Scott and Lisa Helker, owners of Waterline Boats have made the experience one of the most pleasant and professional purchases we have ever made.

Any new boat, much like a new house, has a "punch list" process. Waterline Boats went above and beyond what one should expect in resolving any and all issues to ensure the boat looked and operated perfectly. In the year since buying the boat, Waterline had been responsive, knowledgeable, timely and extremely fair in all aspects of the purchase and follow up issues. My wife and I frequent comment that Waterline treats the boat as if it were still theirs.

Our trepidation about moving from sail to power combined with a new purchase was made surprisingly pleasant by having chosen a great boat and a dealer that knows the real meaning of fairness and customer service.

And, by the way, yes we do occasionally say to each other "wouldn't it be nice to be on a beam reach right now" as we cross the Straits of Jaun de Fuca in a 20 knot westerly. However, the remaining 80% of the time we think we made the right decision.

Sincerely,

Richard and Kanita Harding Edmonds, WA

...from a BUYER

I wanted you, and anyone you'd care to tell or send to us to talk with, to know just what a wonderful experience it has been buying our boat from Waterline Boats. Our broker was the definition of professional. He answered every question - offered his time, expertise, and energy generously - and he kept this deal moving to a successful completion. His service did not stop with the signing of papers, however. He took us out to practice operating our "new to us" boat. He made himself available to us for ongoing questions. He and the wonderful crew at Waterline made the transition to our boat a magical experience. We'll be telling anyone with a boat to sell (or looking to buy a boat) that Waterline Boats is the best representation we've ever experienced. Thank you all for being so very good at what you do.

Kathy and Gene Krattli, Friday Harbor, WA

...from a BUYER

Well, the sale has been final for a little while now and I wanted to express my gratitude to yourself and your team at Waterline Boats / Boatshed Seattle for making this the absolute best buying experience I have ever had. Our broker went above and beyond with all the little details from recommending hotels for reservations, to surveyor contacts, to paperwork requirements for Canadian buyers, right down to delivering the boat to Pt. Hudson for the haul out.

If it were possible I would hire Boatshed Seattle in a heartbeat when it comes time for me to sell.

Definitely the best buying experience I have ever had. Kudos to all of you. Thanks for everything.

Barry Funk, Errington, BC Canada