



- Ship Chandlery Services at Atlantic Seaboard & Gulf Coast of USA
- Marine Equipment & Spare Parts delivered worldwide
- Satellite Air Time services provided worldwide

DECKHOUSE
just **say** what you need

The Happiness of Making Someone Happy

No matter how soon you need it,
or how complicate is your order,
To supply a crew before sailing away
is a happiness for us like no other.



25 years of keeping our Promises

There is a commitment we made 25 years ago, when we just started as a small company: to aim at unconditional customer satisfaction.

In our never-ending drive to separate us from the rest, DECKHOUSE continues to put its customers' needs first, maintaining the highest standards of quality control in the industry.

Our business transactions undergo the strictest verifications and quality checks.

We evaluate each delivery closely: if there's a mistake we correct it, and learn a lesson for the future.

All of our offices follow these strict rules, in order to maintain seamless customer satisfaction.

Our goal is not to be the biggest U.S. Marine Trade House, but the best.

Therefore it isn't just our first or second order that must meet our strict criteria for quality and price. Each and every order must be consistent in quality, and of reasonable price, and must ultimately satisfy the customer. This is why DECKHOUSE continues to maintain the self-imposed top standards that brought us to where we are today.

Adnan Akpinar
Marine Chief Engineer
President

Time is important for us. So is information access.
So we are continuously developing our custom-made software, to answer both challenges.
This is the way we fulfill the requests of our customers efficiently.



Computers empower common tasks. We take this idea one step further. We have developed our own software, to help us give you quick, efficient and error-free quotes. Entire transactions, from pricing to truck loading, are guided by computer intelligence.

Our extensive vendor database helps us locate even hard-to-find items effectively, and price them precisely.

IMP# and ISSA catalog systems and bar coding are used to ensure that all items are correctly picked and delivered in the right quantity.

Working with the right people



At DECKHOUSE our most valuable asset is our team. They are a group of professionals who believe in delivering the best solutions and quality every time.

They understand your needs and ensure your ship is supplied or serviced on time within budget.

Every effort is made to make you satisfied and at the end of every supply or service you are rest assured that Deckhouse is the right choice with quality, competitive pricing and a variety of products and services.

We aware of the importance of speaking the same language. Thus most of the sales an service people communicating with customers' office as well as delivering the ship is marine related professionals spent their years on board as a seafarer.

We continuously survey our service and how it is welcomed by Captains & Chief Engineers. We are proud to have well above 90% of acceptance rates.

While we target the zenith, we enjoy the feeling of a satisfied ship crew after performing the service.



DECKHOUSE

NEW YORK



Serving at entire Atlantic Seaboard of USA

Newbury Port, MA
Rockport, MA
New Bedford, MA
St. Albans, MA
Weymouth, MA
Fall River, MA
Boston, MA
Quincy, MA
Harwich Port, MA
Providence, RI
New Port, RI
Melville, RI

Hartford, CT
Albany, NY
Buffalo, NY
Bayonne, NY
Brooklyn, NY
Jersey City, NJ
Perth Amboy, NJ
Wills Point, NJ
Hoboken, NJ
Gloucester City, NJ
Newark, NJ
Chester, PA

Philadelphia, PA
Marcushook, PA
Pittsburgh, PA
Wilmington, DE
Delaware, DE
Annapolis, MD
Baltimore, MD
Cambridge, MD
Alexandria, VA
Cape Charles, VA
Williamsburg, VA
Yorktown, VA

DECKHOUSE TEXAS



Serving at entire Gulf Coast of USA

Beaumont, TX

Texas City, TX

Houston, TX

Galveston, TX

Freeport, TX

Corpus Christi, TX

Brownsville, TX

Port Arthur, TX

Nederland, TX

Pasadena, TX

Point Comfort, TX

Harlingen, TX

Orange City, TX

Port Isabel, TX

Port Mansfield, TX

Lake Charles, LA

St. Charles, LA

New Orleans, LA

Baton Rouge, LA

Lake Providence, LA

Morgan City, LA

St. Bernard, LA

South Louisiana, LA

Red River, LA

West Cameron, LA

Pointe Coupee, LA

Manchac, LA

Products & Services

Ship Supply Services

Most part of the Atlantic Seaboard from Portland (Maine) in north, down to Norfolk (Virginia) in south Norfolk as well as Gulf Coast of USA including all ports of Texas and Louisiana including Houston & New Orleans

Worldwide Ship Supply

A value added service we provide to our customers through our solution partners located in many ports of the world

Satellite Communications

As an Inmarsat accredited Silver level Solution Provider and Premium Partner of SingTel, we offer a wide range of satellite communication solutions for ships, worldwide

Marine Equipment & Spare Parts

Worldwide supply of Marine Equipment and Spare Parts for a variety of Engine Makers from USA, Europe & Far East.

Customs Clearance and Bonded Warehouse

Customs Clearance and Warehousing service for further delivery to ships calling any U.S. port





Order Processing

Each and every inquiry is treated by our Operation Department with a motto: No order is too small or too big!..

Every inquiry gets the expert's attention. Each item is evaluated precisely and quoted with the exact or close-to-exact substitute. Our entire stock items match seamlessly with both IMPA and ISSA catalogues for easy reference.

We use sophisticated software solutions tailor-made for our own operations by our own IT team. This ensures our Purchasers in customers offices get error free offers for the right items within shortest time. We work with ShipServ procurement solutions for your convenience. Furthermore, our system is easily adaptable with your existing web based or Marine Trading Markup Language (MTML) based procurement applications.

We use state of art, sophisticated software developed exclusively for Deckhouse Ship Supply. Our extensive database including IMPA and ISSA catalogue enables us to quote promptly and precisely.

We deliver most of the frequently required items from our stock. This makes it possible to supply a ship even in the same day spending less time to collect from vendors

All deliveries are made by our own refrigerated trucks. Even in the hottest summer days you are ensured that meats, fish and perishables will be as fresh as they are supposed to be.

Prompt and complete delivery. This is yet another key point we emphasize. Our commitment to be alongside the ship is achieved and all items are delivered successfully. We believe that, your captain, chief engineer and cook will enjoy the quality of supply just made by DECKHOUSE

Warehousing & Deliveries

Our inventory is based on thousands of deck, engine, cabin & stationery items, selected carefully from top quality items used in industry.

Entire stock is categorized according to IMPA & ISSA coding, so that we deliver exactly what it is shown in catalogues on board.

The famous motto "Ship never waits" is remembered at Deckhouse from the minute we received the purchase order until actual delivery has been made. We minimize the time loss by taking several precautions into consideration

- All items are clearly marked with numbers and colors stickers both in delivery tickets and pallets for easy reference.
- Pallets are grouped based on customers' P/O numbers or sections so that individual departments on board can check their orders easily.
- At Deckhouse, same person handling your orders make the actual delivery. Any items need to be clarified are handled by our representative.
- Additional orders, samples or future orders are discussed and questions replied the representative which is fully capable for pricing.
- At the end of the supply we welcome the feedback from Captains and Chief Engineers about overall quality. This survey is our lighthouse to find our way for an even better supply in future calls.

A service that is a candidate for customer satisfaction is a package from the pricing to delivery. A remarkable difference between Deckhouse and many US ship chandlers is our style of delivery. Our deliveries are conducted with a competent and empowered delivery representative rather than just a driver like most chandlers do. So anything goes wrong is corrected at the right time. Our technically competent representative can answer all questions and find solutions to problems that need to be solved quickly and efficiently.

Our fleet is equipped with refrigerated trucks and vans so even hot summers over 100 F is not a problem for worry free delivery. All deliveries are made by our own personnel and our own trucks for seamless quality and customer satisfaction.





Provisions & Stores

United States is diversified with almost every culture and cousins of the world. So do we. We provide a comprehensive range of ethnic foods from different parts of the world so you can feel yourself home. The management team at DECKHOUSE is ex-seafarers, so they know the importance of a meal on board. Good food builds morale which brings harmony and productivity. A ship captain will not be satisfied if his crew is supplied with improper foods. That's the reason why we emphasize the quality in Provisions and Fesh Produce supply. To provide longest shelf life and freshness on board, our dry and canned foods are delivered in our warehouse weekly while fresh produce are ordered daily for individual ships.

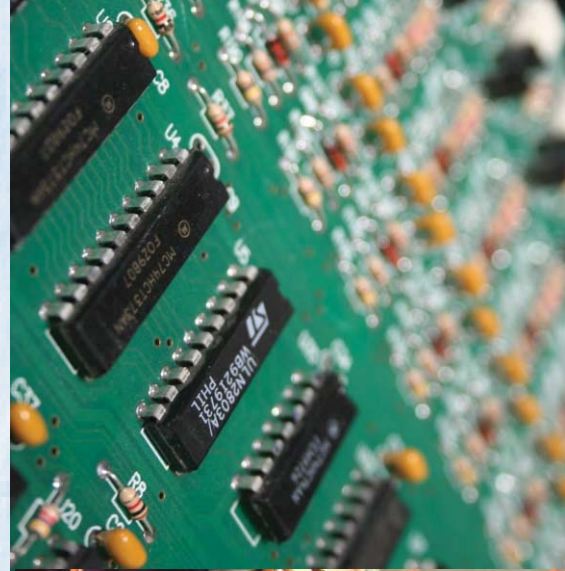
You are never turned down when you consume the products supplied by Deckhouse. From the plastic bags or cotton rags to hand tools or pressure gauges every item is selected accurately considering the crew's expectations. Quality and affordability is two key points that we never omit.

Repairs & Fabricating

We assist for many emergency kinds of repairs and services such as Navigational and Communications equipment, Engine Room overhauling and repairs. Furthermore parts that is short to supply from the spare parts makers can be apple-to-apple copied and fabricated with most cost and time effective ways. Our past experience is bringing impossible to possible even in Christmas holiday and in channel passages.

Our staffed marine engineers will speak the same language with your Chief Engineers on board and Superintendents in your office for a problem free parts fabricating that will fit and work as expected.

- # On board repair service for entire navigational and communications equipment.
- # Re-manufacturing of PCB cards and spare parts delivery for brand or model.
- # Any size electric motor rewinding, bearing replacement, on site service for ship electric system including main switchboard and alternator.
- # Any on board repair, pipe works, overhauling, planned or emergency repair.
- # Emergency replacement parts fabricating, as per sample or technical drawing.





Slop Chest & Bonded

Crew welfare is one of the important topics we emphasize while rendering our services. In today's on-board lifestyle crew has very limited access to ashore due to extensive security reasons and limited port times. Therefore personal consumables including perfumes, toothpaste, cotton swabs as well as cigarettes, liqueurs and other beverages are small but very important items that builds morale which brings harmony and productivity on board. We furnish every single effort to satisfy crew members by providing them best quality of items with still affordable prices. We even provide them calling cards, cell phones as well as personal electronic equipment to take them home. Latter is done as a courtesy and we do not mark up prices.



Trademarked Rec

Our Warehouse is Your Warehouse



Our Customs Brokering service brings you convenient, inexpensive, worry-free handling for your spare parts. We will keep your consignments in the dedicated part of our air-conditioned warehouse as long as you like, and deliver them promptly upon your ship's arrival. We will separate, consolidate and deliver the case content to one or more ships, if you prefer. That can help you save further on delivery and customs duty fees.

You can track the entire process, from the moment you inform us of a dispatch note, to confirmation of delivery on board. You can track your shipment by logging in to our web site.



Customs Brokering



DECKHOUSE furnishes you with flexible, inexpensive and convenient solutions for Customs Clearance Service.

Among the numerous benefits, here are some important reasons for working with us:

- No delivery cost to your ship
- No airport-to-warehouse cost (some restrictions apply)
- Unlimited warehousing time
- Minimum customs clearance expenses: billed as is, no mark up
- Online tracking for clients through the entire process
- No unpredictable costs or surprises
- We can split one order into several units, for further distribution to several ships
- We can consolidate several orders, to ship them to a further destination





DECKHOUSE SHIP SUPPLY

NEW YORK LOCATION

100 Industrial East, Clifton, NJ 07012, USA

Tel: +1 201 716 2945

Fax: + 1 973 272 8750

Email: NJ@DeckhouseUSA.com

TEXAS LOCATION

3500 South Richey St. Suite 320, Houston, TX 77017, USA

Tel: +1 713 589 5460

Fax: +1 832 533 3075

Email: TX@DeckhouseUSA.com

www.DeckhouseUSA.com