



## Global Pool Products Warranty

All Global Pool Products (except pool access lifts) have a 3 Year **Limited Warranty** on all components (not including the fasteners, balls, and nets) to the original retail end user only products manufactured by Global Pool Products, when properly installed in accordance to the assembly and installation instructions, and when the equipment is properly *used and maintained, to be free from material defects and workmanship*. All fasteners, balls, and nets carry a 90 day warranty from material defects and workmanship from the date of purchase. Pool access lifts each have their own warranty based on the model.

*This warranty does not cover damages to **ANY** of our products due to: accident, abuse, negligence, misuse, damage by improper use of chemicals, fading, ice damage, fire, rust to fasteners, exceeding the weight capacity for model purchased, failure to install or to assemble the product in accordance with the installation and assembly instructions, normal wear and tear from day to day use, or material not maintained properly.*

To commence the warranty claim process of a Global Pool Products product, in writing provide place of purchase along with the product name and description, date of installation, and a detailed description of the defect, along with a photo of the entire product and claimed defect to the Dealer or Distributor the Global Pool Products slide was purchased from. Prior to a 30 day period after receiving the written warranty claim from the Dealer or Distributor by Global Pool Products and barring any unforeseen delays, the claimant will be notified of Global Pool Products decision regarding the claim.

If the request made by Global Pool Products for the product to be returned to its factory or distributor of choice for inspection and/or repair, purchaser will be liable for "Freight Prepaid". Global Pool Products at its option will replace or repair the defective item and deliver the repaired product or replacement to the buyer of the product to the destination on file in regards to the original order. Parts and Products returned for replacement to Global Pool Products shall remain the property of Global Pool Products under this limited warranty.

A new warranty period shall not be established for any repaired or replaced products. Replaced or repaired products will remain under warranty only for the remainder of the original warranty period for the original product purchased. No person or organization is authorized to make any other specific or implied warranties on behalf of Global Pool Products.

THE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, WHICH ARE HEREBY DISCLAIMED AND EXCLUDED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE.

IN NO EVENT SHALL GLOBAL POOL PRODUCTS BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL EXEMPLARY OR PUNITIVE DAMAGES OR LOST PROFITS FROM ANY BREACH OF THIS LIMITED WARRANTY. THE SOLE AND EXCLUSIVE REMEDY OF THIS WARRANTY IN REGARDS TO GLOBAL POOL PRODUCTS PRODUCT SHALL BE LIMITED TO REPLACEMENT OR REPAIR AT A GLOBAL POOL PRODUCTS FACILITY OR A DULY APPOINTED DISTRIBUTOR'S LOCATION OR AT A GLOBAL POOL PRODUCTS DESIGNATED LOCATION. IN NO EVENT SHALL GLOBAL POOL PRODUCTS LIABILITY EXCEED THE ENTIRE AMOUNT PAID TO GLOBAL POOL PRODUCTS BY THE ORIGINAL PURCHASER IN REGARDS TO THE DEFECTIVE OR FAILED PRODUCT.

NO REPRESENTATIVE OF GLOBAL POOL PRODUCTS SUCH AS AGENTS, DISTRIBUTORS AND DEALERS HAS THE AUTHORITY TO ALTER IN ANY FASHION THE TERMS OF THIS WARRANTY AND GLOBAL POOL PRODUCTS IS "NOT" RESPONSIBLE FOR REPRESENTATION, UNDERTAKING OR WARRANTY MADE BY ANY OTHER PERSON BEYOND THE WARRANTIES EXPRESSED SET FORTH IN THIS WARRANTY.

## **Warranty Procedure**

**Warranty Claims** shall be submitted to Global Pool Products by the dealer or distributor which originated the sale with Global Pool Products.

All RGA (Return Goods Authorization) documents shall be requested by and issued only to the dealer or distributor which originated the sale.

Global Pool Products shall determine warranty coverage validation and replacement parts or repair shall be directed to the dealer or distributor which originated the sale.

Warranty claims received from end users by Global Pool Products shall be re-directed to the dealer or distributor which originated the sale with Global Pool Products.