Global Pool Products

Pool Lift - Warranty Information

The **Commercial**, **Proformance**, and **Rotational** series lifts have a **Lifetime Limited Warranty** on the metal components of the frame, not including the powder coating process. The **Superior and Legend** series lifts have a 5 year structural limited warranty. Global Pool Products warrants 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, be free from material defects and workmanship as stated below:*

- Warranty starts from date of original purchase
- Metal structure (not including powder coat) – Lifetime Limited **(Commercial/Proformance/ Rotational Series)**
- Metal structure (not including powder coat) 5 year limited structural warranty **(Superior/ Legend Series)**
- Actuator and Controls – 2 years from date of purchase then 3 years prorated
- Actuator and Controls – 3 years 60% coverage (Customer is responsible for 40% of replacement cost
- Actuator and Controls – 4 years 50% coverage (Customer is responsible for 50% of replacement cost
- Actuator and Controls – 5 years 40% coverage (Customer is responsible for 60% of replacement cost
- Battery - 1 year from date of purchase

*This warranty does not cover damages to **ANY** of our lifts due to accident, abuse, negligence, misuse, damage by improper use of chemicals, fading, ice damage, fire, rust beyond structural damage(does not cover cosmetic rust), 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, not maintained properly, if unit is altered or repaired without written approval of Global Pool Products – All Warranties are Void.*

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. Prior to a 30-day period after receiving the written warranty claim by Global Pool Products and barring any unforeseen delays the claimant will be notified of Global Pool Product's 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, freight prepaid by the purchaser 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, CONSEQUENCIAL, 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'S PRODUCT SHALL BE LIMITED TO REPLACEMENT OR REPAIR AT A GLOBAL POOL PRODUCTS'S FACILITY OR A DULY APPOINTED DISTRIBUTOR'S LOCATION OR AT A GLOBAL POOL PRODUCTS'S 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 distributor which originated the sale with Global Pool Products.

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

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

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

GLOBAL POOL PRODUCTS

WARRANTY REGISTRATION

PURCHASED BY:

Company Name:_____Contact:_____

City: _____ State: _____ Zip: _____

Phone: (_____) _____

DEALER:

Name: _____Phone Number_____

City: _____ State: _____ Zip: _____

Phone: (_____) _____

Model: _____ Serial Number: _____

Color: _____ Purchase Price: $ _____ Date Purchased: _____

I have read and I accept the warranty terms.

Signature: _____ Date: _____

This card must be completed and returned to Global Pool Products within 30 days of purchase date to assure coverage.

Please mail to: Global Pool Products, 1330 Pigeon Rd, Bad Axe, MI 48413 or

Email to: warranty@globalpoolprod.com