

RETURNS AND WARRANTIES



Central
Spa & Pool Supply

Return / Warranty Policies and Instructions

- **In all cases contact customer service for RGA#. We will outline procedures & fax you a return form.**
- Shipments sent collect (without special prior arrangements) will be refused .
- All returns must have the RGA# clearly marked. Products returned without RGA# on box may be refused.
- All returns must be accompanied with a copy of original invoice.
- In some cases a digital photo is required in lieu of returning the product.
- Proof of installation (service invoice) by a certified technician must be provided. Manufacturer will not warranty without proof of installation by a certified technician

Unwanted Product

Our intent is to make it easier for you to return unwanted product ordered in error or because a customer cancelled their order with you. Central Spa & Pool Supply Ltd. limits the amount of inventory that may be returned.

- Unwanted product may be returned, at our discretion, and must be returned within **30 days** of purchase and subject to a restocking fee.
- Product must be suitable for resale - soiled, marked or installed products are not accepted and will be returned to you at your expense.
- Special order products cannot be returned.

Product Shipped in Error

- Our Customer Service will match unknown parts to the best of their ability. If a part received is wrong and not requested by the specific part # it is the **responsibility of the receiver to ship product back prepaid.**
- If Central Spa & Pool Supply Ltd. makes a shipping error we will remedy the mistake at our expense.

Product Failed on Installation

- **Ship product back prepaid.** If the product was installed properly and failed on installation it is likely to be a manufacturer's defect. When the manufacturer determines this, Central Spa & Pool Supply Ltd. will reimburse the shipping based on normal CanPar shipping rates.
- If the product has failed due to improper installation or matching, it may not be replaced but we will assist you in determining the problem. If evaluation and testing proves there to be no fault found, product will be returned to you at your expense.
- Proof of installation (service invoice) by a certified technician must be provided. Manufacturer will not warranty without proof of installation by a certified technician

Product Failed during Manufacturer's Warranty Period

- When possible review the manufacturer's warranty card.
- Ship product prepaid to Central Spa & Pool Supply Ltd. for warranty evaluation.
- Credit, replacement, or repair will be at the discretion of the manufacturer's warranty policy and evaluation. Freight and field labour is not covered.
- Please note that due to date codes, please forward as soon as possible and attach your service invoice to establish length of operating time.
- Proof of installation (service invoice) by a certified technician must be provided. Manufacturer will not warranty without proof of installation by a certified technician

Labour Reimbursement Policy

- Labour is reimbursed only according to the manufacturer's policy.
- Proof of installation (service invoice) by a certified technician must be provided. Manufacturer will not warranty without proof of installation by a certified technician

Sending Parts for Testing or Repairs

- Please call technical support with full description of product. Some repairs and testing may be solved with telephone support. Special shipping instructions may be required.

IMPORTANT

- Consumer installation of parts should be discouraged for safety, liability and warranty concerns.
- Central Spa & Pool Supply Ltd. honors all manufacturers' warranties and will help the dealer to determine failure and support your claim. Warranties may not apply to products that are improperly installed or matched, disassembled, or failed due to outside factors such as chemical abuse, dry fire, and improper voltage or amperage.
- Dealers are encouraged to send product back for us to forward on to the manufacturer to aid their customer requests and prevent future failure.
- Some products not covered under warranty may be replaced only as a courtesy.
- A manufacturer's defect will usually show up in a short period of time.
- Central Spa & Pool Supply Ltd. shall not be responsible for the results of any technical advice with respect to design, installation or use of any of the products it sells.