

## **ADVANCE POOL SERVICE COMPANY INC**

### **Product/Equipment Refund Policy**

Advance Pool Service is committed to 100% customer satisfaction! If you are unsatisfied with any of the following items included but not limited to i.e. products, equipment, parts and covers for any reason please see our policies below.

- If you believe your item(s) was damaged in delivery, we require that you contact us within 5 days of delivery and we will work with you to quickly resolve this matter.
- We do not accept any returns after 6 months.
- To cancel an order, please contact Advance Pool Service as soon as possible. If your order has not yet been delivered, we will immediately refund your payment or credit your account at your discretion.
- All products must be returned in original packaging with all cords, adapters and documentation that were included when you received it.
- Only items purchased directly from Advance Pool Service can be returned. Pool items included but not limited to products, equipment, covers and supplies purchased through other retailers will not be excepted. You must contact that supplier and return such item(s) in accordance with their respective returns and refunds policy.

There are some items, however, that are ineligible for return, including:

- Used chemicals
- Used parts and equipment
- Customized pool covers, exchange only if defective to effectively correct by Advance Pool Service or cover manufacturer of our chosen.

If you have any questions about our refund policy please contact us at (610)439-2311 or [advpool1@aol.com](mailto:advpool1@aol.com)

Thank you!

**LAST UPDATED:** This refund policy was updated on 9/27/17.