

## DAMAGES POLICY

In the event that you receive a damaged product, we will request pictures of the damaged item as well as pictures of all sides of the packaging it was received in. We will initiate a damage claim with the carrier and they will pick up the package from your doorstep. The claims can take up to 30 days to process. We will not be able to issue a refund or ship a replacement until this claim is complete. If a replacement part is needed right away, we recommend you place another order and wait for the claim to be complete for a refund.

Optional Extend Shipping Protection is enabled at checkout. You may opt-out during checkout, but it is recommended for coverage in case of loss, theft, or damage. [Learn more.](#) If your order included Extend Shipping Protection, you may file a claim by visiting <https://customers.extend.com/en-US/authentication>

Thank you again for your valued business. If you have any questions or concerns, please contact us.

Regards,

*The EZ Pool & Spa Supply Family*

Last Updated 06/27/2024