

### 30- DAY RETURN POLICY

EZ Pool & Spa Supply accepts returns within 30 days from the purchase date. All items must be in original packaging and in original condition. Partly used or opened products can only be returned if deemed defective by the manufacturer. The customer is responsible for any return shipping fees.

**Important:** Please do not write on the packaging the product came in. If the manufacturer's packaging is marked up or missing it may make the product non-refundable, as it would not be considered in new or like new condition. Please ship it back in another box, or wrap the original box in shipping paper.

#### Restocking Fees

Orders with a purchase price of \$100 or greater are subject to a 20% restocking fee. Certain conditions apply. Please call for additional information, (877) 209-7773.

To ensure a hassle-free refund process, please make sure of the following before requesting a return:

- The item is in its original packaging and returned in the original, or acceptable, box/mailed.
- The item was not assembled, installed, or used.
- The product will be returned with all of its parts and manuals.
- All parts/components are not used (do not return parts from a previously purchased item).
- The product has not been registered with the manufacturer.
- The manufacturer's packaging does not contain any sort of markup including writing, stickers, or labels.

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## Exceptions

The following products are not eligible for returns:

- Liquid or Granular Chemicals
- Salt Cells (unless deemed defective by the manufacturer)
- Pool or Spa Heaters (unless deemed defective by the manufacturer)
- Heat Exchangers (unless deemed defective by the manufacturer)
- Heat Pumps (unless deemed defective by the manufacturer)
- Pool Covers (unless deemed defective by the manufacturer)
- Slides (unless deemed defective by the manufacturer)
- Cleaner Vacuums / Robots (unless deemed defective by the manufacturer)
- Pump & Cleaner Motors (unless deemed defective by the manufacturer)
- Railings / Stairs (unless deemed defective by the manufacturer)
- Liners (unless deemed defective by the manufacturer)

## Return Process

The fastest way to initiate a return request is through your account. Log into your account and click the "Returns" link. You may also call us during our normal business hours to discuss the returns process.

Regards,

*The EZ Pool & Spa Supply Family*

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