

RMA Policy

Form Number: RPW02-RMAPOL-20160229

Supersedes: RPW02-RMAPOL-20150122

RETURN MATERIAL AUTHORIZATION (RMA) POLICY

If the material and this form** are not returned to PoolPak International LLC (PoolPak) within FORTY-FIVE (45) DAYS of the RMA part shipment, the requestor will be responsible for the cost of any replacement parts sent as well as all shipping and handling charges associated with said parts. The requestor will be held accountable for the cost of any replacement parts sent as well as all shipping and handling charges associated with said parts. All items being returned to PoolPak are subject to inspection and warranty evaluation. Any items received without the correct RMA documents will not be processed. Items received without correct information will receive no credit and will be discarded FIFTEEN (15) DAYS after the date of receipt. New and unused parts being returned under the RMA process are subject to a twenty percent (20%) restocking fee. All returned material must be packaged to prevent damage while in transit. Please state on the back of this form the reason that this material is being returned. Please be specific with your reason(s) for returning any item. 'Broken' or 'does not work' is unacceptable.

(* *This text is printed at the bottom of each RMA form.)