



5 YEAR LIMITED WARRANTY

We understand that most of our buyers are non-swimming pool professionals, so we have made owning and maintaining a portable swimming pool easy and affordable. But if anything goes wrong within the first five years, we will repair at no charge to you. The first 90 days, we cover shipping both ways. After that, your only obligation is to pay for the shipping to return the item back to us for repair. If, upon inspection, the repair was the result of a manufacturer's defect or error, the shipping costs will be refunded back to you (up to \$50 USD total per warranty shipment).

Special Note: As a courtesy to our customers, we offer post-dating on our warranty. If you are buying a portable pool package to take advantage of a special offer or sale price but are not planning to set it up for a month or two or longer, just let us know in advance and we will note your account to post-date your warranty.

Warranty Procedure: A warranty procedure is designed to help document and make a warranty process easier. If you feel you have a valid warranty claim, please email pictures of you your warranty concern to customer.care@reallyezpools.com. Be sure to include the full name the pool was purchased for so we can match our records.

Things you should know: 1.) An item is received and shows signs of abuse or abnormal use, there will be a charge to repair the item. This charge depends on the item being returned, but will not exceed \$100USD. 2.)if an item is inspected and the damage is a result of faulty install at the buyer's location, no further warranty repair will follow until proof the cause is fixed. 3.)If an item is received and has water, dirt or anything else that will impair our ability to repair, there will be a flat \$75 fee to clean the item first. Please make ever effort to clean and dry the item prior to shipping back.

Please Note: Warranty repairs tend to take up to 20 days depending on the condition of the returned item and the time of year. During September 15 through May 1, warranty time is about 5-10 days. from may 1 to September 15, warranty time is about 15-25 days.

Disclaimer: This warranty is applicable to only portable pool packages and accessories bought from EZ Pool Products, Inc or online through www.reallyezpools.com. We are not responsible for any other product or accessory purchased from any other source.

Disclaimer: At no time will the maker and/or the maker's suppliers be responsible for any damage to the liner caused by your acts, the acts of others and shall have no liability to repair liner, or part(s) so damaged. The maker is not responsible for any damage to a part(s) or liner as a result of acts of God, nature, ground movement or some other unforeseen occurrence. We reserve the right to modify/discontinue without notice any model, style, color or design. - We reserve the right to void your warranty if your pool is out of level or uneven. Absolutely no other warranty will be honored, expressed, implied or noted on the Bill of Sale, other than what is written in this warranty. Customer shall indemnify, defend, and hold harmless the maker of this pool, including its officers, directors, shareholders, agents, employees, and representatives from and against all liability, demands, claims, suits, causes of action, proceedings, costs, losses, damages, recoveries, settlements, assessments, fines, penalties, and expenses (including interest, attorney fees, accounting fees, expert fees) incurred by customer, known or unknown, contingent or otherwise, directly or indirectly, arising from, related to, and/or connected with customer's purchase of the product(s) described on the purchase order, invoice, or other document attached hereto. Customer expressly waives any right of subrogation to any right that the maker now has or may have later in connection with the product(s) described on the purchase order, invoice, or other document attached hereto. If you do not protest the conditions of this warranty in writing and notify EZ Pool Products of your protest within 30 days of your purchase, it will be deemed that you have accepted and agreed to these terms.