



REPAIR & REPLACEMENT GUIDE

BEFORE SHIPPING THE COVER IN:

1. Clean & Dry Cover prior to shipping.
2. **Make sure cover is properly tagged and merchandise return form is completed and included.**
3. Remove all Springs from the cover to prevent further damage when shipping, and reduce the shipping weight. We cannot repair covers with springs attached, if springs are left on we will add \$83.00 spring removal to your repair charge.

REPAIRS:

1. LOOP-LOC will repair your Safety Pool Covers at any time during the year - including peak season.
2. No repair will be performed without your approval.
3. Upon Approval, LOOP-LOC guarantees that repaired cover will be shipped in 3 weeks or less.
4. Inspection and handling fee: If a cover is returned to Loop-Loc for possible repair or replacement and is asked to be returned "No Work Done", a one-time \$106.00 inspection and handling fee will be charged. This is to cover the checking in of the cover, entering into our system, thoroughly inspecting, measuring, drawing up the repair, quoting and storing. Please be sure to notify your customer of this charge.
* **Please allow 72 hours for a return cover no work done to be processed.**

REPLACEMENT COVER RETURNS (Loop-Loc or Non-Loop-Loc Covers):

1. When no original number can be found or non-Loop-Loc covers need to be replaced you can ship the "old" cover to Loop-Loc.
2. Properly tag & box the existing cover, you must include merchandise return form. Return forms can be requested from Customer Support or printed from Dealer Center
3. Remove all springs prior to shipping to reduce the shipping weight and avoid a \$83 spring removal fee.
4. Once the replacement order is confirmed we will then manufacture the cover and ship the New replacement cover 150 lb. or less back to you Free Freight! Excludes international, commercial, residential and drop shipments.
5. Freight fees will be charged if you request to have the "old" cover returned.
6. Any Competitors Replacement Safety covers over 500 sq. ft. will qualify for \$100 off.

Note: There is an inspection/design fee of \$106.00 unless cover is repaired or replaced.
Please allow 72 hours for a return cover no work done to be processed.