

Explanation of Automatic Pool Cleaner Repairs Procedures

- A) Read the information on the bottom of our 'Electronic Pool Cleaner Repair Order' form (pg 2). It explains the \$50 bench fee and repair allowance policy of Dolphin Pool Supply (DPS).
- B). DPS will **NOT** perform warranty work on cleaners purchased from an internet company. It is your responsibility to determine if a cleaner is covered by a Manufacturer's warranty. You are responsible for all the services and/or parts used by our repair technicians, even if you later find that they should have been covered as a manufacturer's warranty repair.
- C) During the servicing of your cleaner, our technician must have a phone number to contact you if the repair cost will be above your allowed allowance range. If the number you provide is wrong or have a full mail box while attempting to contact you, we are not responsible. You also agree to either authorize repair or decline repair within 48 hours of the call with estimate.
- D) Every cleaner is disassembled to give an accurate repair estimate. Our technicians need a 48 hour notice to reassemble any pool cleaner if not repaired and customer wishes to pick it up.
- E) DPS is responsible only for parts that we replace. You release DPS of any responsibility for any failure of your pool cleaner from parts not replaced by our technicians.
- F) There is a \$50 charge for shipping your cleaner back to you. This covers shipping, handling, packaging, and insurance on the package. This shipping rate is used for repaired and unrepaired units.
- F) Motor units are factory sealed units and are not repairable. Manufacturer Warranties vary on replacement motor units. Check with our technician for the Manufacturers Warranty period. Other repairs and/or parts have no warranty and are final sale.
- G) After 30 business days, DPS has no liability or responsibility for your equipment. By signing below, you are giving Dolphin Pool Supply authorization to **DISPOSE** of your equipment at their discretion after the 30 business day period has occurred.
- H) Please complete the attached credit card authorization paperwork or your cleaner will not be accepted nor is considered an accepted repair or estimate **until the \$50 mandatory fee has been received.**

I am the owner of this pool cleaner and/or I accept responsibility for any repair costs associated with this cleaner.

By signing below, I agree to the above.

Signature

Date

Spring / Summer / Fall / Winter 2013

Dolphin Pool Supply , Inc.
231 Ronkonkoma Ave, Ronkonkoma, NY 11779
(631) 467-3173 FAX: (631) 738-9047
www.dolphinpoolsupply.com
repairshop@dolphinpoolsupply.com

**ELECTRONIC
POOL CLEANER
REPAIR ORDER**



231 RONKONKOMA AVE.
RONKONKOMA 11779
467-3173

NAME:
 ADDRESS:
 TOWN: ST.: ZIP:
 (HOME) PHONE: - - (SECOND) PHONE: - -

ESTIMATE INFO

DATE: - - TAKEN IN BY: DATE CALLED: - - BY:

PROBLEM DESCRIPTION: _____

QTY	PLU NUMBERS	DESCRIPTION	EACH	TOTAL	MODEL TYPE
<input type="text"/>	<input type="text"/>		-	-	WARRANTY WORK Y N
<input type="text"/>	<input type="text"/>		-	-	RECEIVED WITH _____
<input type="text"/>	<input type="text"/>		-	-	BOTTOM LID Y N
<input type="text"/>	<input type="text"/>		-	-	TRANSFORMER Y N
<input type="text"/>	<input type="text"/>		-	-	BRUSHES TYPE _____ Y N
<input type="text"/>	<input type="text"/>		-	-	FILTER ELEMENT Y N
<input type="text"/>	<input type="text"/>		-	-	DATE REPAIRED _____
<input type="text"/>	<input type="text"/>		-	-	DATE SHIPPED _____
<input type="text"/>	<input type="text"/>		-	-	SERIAL # OLD _____
<input type="text"/>	<input type="text"/>		-	-	NEW _____
<input type="text"/>	<input type="text"/>		-	-	MOTOR # OLD _____
<input type="text"/>	<input type="text"/>		-	-	NEW _____

REPAIR FEES: THERE IS A \$50 INSPECTION FEE PAYABLE UPON PRESENTATION. THIS FEE COVERS DISASSEMBLING YOUR CLEANER AND EVALUATING ANY WORK THAT NEEDS TO BE PERFORMED. THIS \$50 WILL BE APPLIED TOWARDS ANY REPAIR YOU CHOOSE TO HAVE MADE. IF YOU CHOOSE NOT TO HAVE YOUR CLEANER REPAIRED, YOU MUST PICK UP THE CLEANER WITHING 30 DAYS OR WE WILL DISPOSE OF THE UNIT.

REPAIR ALLOWANCE: WE REQUIRE A REPAIR ALLOWANCE ON ALL REPAIRS. THIS ALLOWANCE PERMITS OUR TECHNICIANS TO AUTOMATICALLY REPAIR YOUR CLEANER DURING THE INSPECTION IF THE REPAIR FALLS WITHING THE ALLOWANCE RANGE. IF THE REPAIR WILL EXCEED YOUR ALLOWANCE, YOU WILL BE CONTACTED FOR WORK AUTHORIZATION. PLEASE INITIAL AN ALLOWANCE RANGE BELOW.

- UP TO \$300 \$301 - \$400 \$401 - \$500 \$501 - \$600 CALL WITH ESTIMATE

IT HAS ALWAYS BEEN OUR POLICY TO PROVIDE YOU WITH ALL OLD PARTS UPON REPAIR. BECAUSE OF LIMITED SPACE AND CUSTOMER CONVENIENCE, PLEASE INDICATE BELOW IF YOU WOULD LIKE

- I WOULD LIKE ALL OLD PARTS REPLACED RETURNED TO ME ON PICK UP (EXCEPT ELECTRIC MOTORS) I DO NOT WANT ANY OLD PARTS RETURNED ON PICK UP.

I HAVE READ ALL OF THE ABOVE AND UNDERSTAND ALL TERMS. I AUTHORIZE DOLPHIN LEISURE PRODUCTS, INC. TO DISPOSE OF MY CLEANER IF I DO NOT PICK UP THE CLEANER WITHING 30 DAYS.

X

**WE DO NOT
ACCEPT CHECKS**

PARTS TOTAL	-
LABOR	-
TOTAL REPAIR	-
SALES TAX	-
GRANDTOTAL	-
DEPOSIT	-
BAL DUE	-

CREDIT CARD AUTHORIZATION

CREDIT CARDHOLDER INFORMATION					
NAME ON CREDIT CARD					
TYPE OF CREDIT CARD	VISA	MC	AMEX	DISCOVER	OTHER
TYPE OF ACCOUNT	PERSONAL			BUSINESS	
COMPANY NAME					

ACCOUNT NUMBER					
EXPIRATION DATE					
BILLING ADDRESS					
CITY		STATE		ZIP CODE	
PHONE		EMAIL		FAX NUMBER	

AUTHORIZED USER OF CREDIT CARD	
NAME	
COMPANY	
PHONE NUMBER	
EMAIL ADDRESS	
IDENTIFICATION	
RELATION TO OWNER	
TYPE OF CHARGES	
AUTHORIZED AMOUNT	
DATES OF CHARGES	

AUTHORIZATION OF CARD USE
<p>I certify that I am the authorized holder and signer of the credit card reference above.</p> <p>I certify that all information above is complete and accurate.</p> <p>I hereby authorize collection of payment for all charges as indicated above. Charges may not exceed the amount listed above in the "AUTHORIZED AMOUNT" field. I understand this is only for up to this amount during the time period of "DATES OF CHARGES" referenced above. If additional charges are going to be authorized a new form will have to be completed.</p>

CARDHOLDER NAME			
SIGNATURE		DATE	