

Discount Pool Supply Customer Service

Customer service is our #1 goal! All orders are personally taken/ reviewed by the owner of Discount Pool Supply to ensure quality control. If you call during off hours or during a busy time, please leave a message and we will return your call with 24 hours. If you send a request by email we can reply even faster.

Our commitment to customer service begins from the time you place your order. We will review the information provided by the customer for any obvious questions/ problems and if we if any questions we will contact you before your spa cover goes into production. Once the spa cover has been made and goes through quality control checks, an outside freight company (not UPS or Fed Ex) will pick up your spa cover and make arraignments for delivery.

1. Immediately after your order is taken a copy will be sent via email.
2. A confirmation of your payment will be sent via email.
3. When the order reaches your local terminal you will get a phone call from the local carrier for a delivery date and time to your home.

Additionally, your spa cover shipment is fully insured against damage. If you should have a problem of any kind we are available to help you.

At the time of delivery any damage is noticed, indicate this on the form from the freight company (next to your signature).

Note * Additional charges and time for delivery may be added for spa covers delivered to islands, mountainous regions, rural areas in the following states: CO, IA, ID, KY, NY, MT, ND, NV, OR, SD, UT, WA, CA, WY, Long Island NY, and the boroughs of New York City.

Feel free to call us at 949.496.2883 or email discountpoolsupply@cox.net if you feel you that you may be in one of these areas.

Order & Return Policy

WARNING!!!

MEASURE the spa. Not the old spa cover. It is recommended that you physically measure the spa itself even if you order the cover using the Make, Model, and Year spa was built. We have 1000's of spas listed in our data base and if we notice that your spa dimensions do not comply with the Make & Model that you provided we may be able to catch this error in advance. Spa Make & Model are for reference ONLY. Spa covers are made to the specifications provided to Discount Pool Supply by the customer. Spa covers may NOT be returned due to size errors.

Spa Covers are custom made to order specifically for your application and backyard scenario. Spa covers are made to the specifications and sizes provided by you, the purchaser. These orders are not able to be canceled after 24 hours and are not refundable. We will guarantee the fit of your spa only to the extent they match the specifications that have been provided to Discount Pool Supply. The purchaser of the spa cover is responsible for ordering the spa cover correctly.

- A slight variance in cover size is normal up to 1.5 inches.
- All sales of custom spa covers are FINAL and can NOT be cancelled. All Sales are final. All sales of spa covers In-Stock are final.
- We will guarantee the fit of your spa only to the extent they match the specifications that have been provided to Discount Pool Supply. The purchaser of the spa cover is responsible for ordering the spa cover correctly.
- Any cancellations after 24 hours will be charged a 25% restocking fee based on the full (not discounted) retail price.
- Any deliveries from us that are refused for any reason other than "Damage due to shipping/ delivery" (must be noted by the carrier) will incur freight charges both ways of up to \$167.00 each way, plus a 25% restocking fee. In the event we agree to accept a returned spa cover, the purchaser must agree to ship it within 7 days of purchase, at the expense of the purchaser. We accept cover lift returns within 14 days of purchase, an RMA number is

required. Purchaser must call 949.496.2883 to receive RMA #. The purchaser is responsible for freight charges. The cover lifter must be returned new, unused, sealed in its original packaging. All returns are subject to a 25% restocking fee.

- We do not offer returns or refunds on cover lifts after 30 days. We do not accept returns of used spa covers. Freight charges are NON REFUNDABLE.

We accept Visa, MasterCard, Debit Cards, check, and of course CASH!

Order by phone and speak directly with the owner @ 949.496.2883
Ask for Chris!

Shipping Information

- Spa covers are shipped via common carrier (not UPS or Fed Ex) due to the size of the item.
- Spa covers are shipped via common carrier to most addresses in the contiguous 48 States. (Except: Long Island, all islands, the Burroughs of NY, rural areas and the mountain areas of CA, CO, IA, KY, MT, ND, NV, OR, SD, UT, WA, WY. We do not ship to Alaska or Hawaii.
*Additional charges may be added for deliveries to these areas. Please call us direct @ 949.496.2883 or email for a shipping quote.
- Orders are typically produced in 5 to 7 business days and ship in 7 to 10 business days (not including weekends & holidays).
- **Your shipment is fully insured against shipping damage. If your spa cover is being delivered by common carrier to a residence you may set a delivery appointment with the freight company. We strongly recommend inspecting the cover for damage at the time of delivery and if present make a note of**

this on the paperwork. It is very rare that we have damage to our spa covers by common carriers but it does happen from time to time. If damage appears you may refuse to accept the cover, and contact us ASAP. If you do accept a damaged spa cover upon delivery we will not be able to provide a replacement spa cover. DO NOT SIGN FOR, OR ACCEPT A DAMAGED SPA COVER!

Discount Pool Supply makes every effort to deliver your custom spa cover in a timely fashion.