

ANCHOR'S CONTINUING COMMITMENT TO CUSTOMER QUALITY ASSURANCE

STREAMLINE YOUR RETURNS

UPDATED CUSTOMER ISSUES POLICY

See below for information on your updated product warranty and streamlined return process.

WARRANTY:

- Anchor products are warranted to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase.*
- Anchor will repair or replace, at our option and discretion, any product found to be defective in workmanship, material or specification.

* Safety Pool Covers include an extended, prorated warranty. See the pool cover warranty for complete details.

Unless pre-authorized as an approved Customer Issue, Anchor Industries will not pay or reimburse for:

- Repairs or alterations performed by customers or repair services.
- Extra labor/material, installation or travel expense incurred by customer as it relates to replacing or altering missing or defective product.
- Rental costs customer may incur to replace missing or defective product.
- Discounts given by customer to end-user client to retain product.
- Products not returned to Anchor in a timely manner unless pre-approved.
- Products not returned following the RGA (Returned Goods Authorization) process.



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3 STEP RETURNS:

1. Call your sales rep and notify them as soon as you discover a Customer Issue.
2. Once appropriate information is received, you will be given a RGA (Returned Goods Authorization) number and issued a return label via email or fax.*
3. Your issue will be resolved and/or shipped within 10 business days of Anchor receiving returned goods (if applicable).

* Printable labels are also available for your convenience at www.anchorinc.com/returns

Return Specifics:

- Product must be returned to Anchor by you within 14 days of receiving RGA number.
- All goods that cannot be immediately returned to Anchor must have photos taken and be sent to Anchor within 5 days. Camera kits are available as needed.
- Final disposition and verification of returned product inventory must occur before credit can be issued or Customer Issue can be closed.
- Goods to be repaired and returned will be shipped to you via a No Charge shipment through normal billing procedures.
- In cases of customer emergency, if new products need to be shipped to you to cover a defective or wrongly shipped product, those items can be shipped before the return of the initial product to Anchor.*
- All returned items will have a credit issued via the credit procedure. Products may not be substituted for other products. The original will be credited and shipment of a new product will be invoiced through normal billing procedures.
- Customer returns will have credits issued and any replacement or new parts shipped will be invoiced at time of shipment following standard procedures.**

* Final credit for the original item will not be credited and the Customer Issue will not be resolved until final disposition of inventory has occurred and a credit has been issued.

** Unless special approval is given, no replacement or new shipments will occur until the original item has been returned.

