

**Our Hours:** Office hours are from 8:00 AM until 4:00 PM EST Monday through Friday. For your convenience voice mail is available 24/7. If you leave a message we will return your call within 48 hours.

### Ordering

**Advance Payment Accepted** Visa and MasterCard, through Pay Pal. Money Orders, and Certified Bank checks only. PayPal and wire transfer for non-U.S. payments only. **Pay Pal payments MUST BE RECEIVED WITHIN 3 DAYS OF OUR PAYPAL REQUEST otherwise your order will be cancelled.** **COD and Personal checks are not accepted**

Orders for standard stocked items placed online will be filled within 5 business days, starting from the time we receive a notification of payment from Pay Pal or the transfer of funds are verified in our account. The processing time frame will begin on the following business day for orders placed after 12:00 noon EST. Unless you contact us directly, your Pay Pal transaction details will serve as your order confirmation, other wise you will be notified via Email either from us or the carrier on the date and time that your orders shipping label is printed. You will be contacted if for some reason your order will be delayed beyond 5 business days.

Orders for custom items. Delivery lead time will be determined at the time of payment. Sorry, NO RETURNS/REFUNDS on any custom work or parts once the work begins.

Aqua-Link ADP reserves the right to decline, refuse, or reverse any sale for any reason. If we suspect deceit or fraud resulting from any action or inaction by the customer, we may at our discretion cancel the sale, intercept the shipment to be returned to the shipper and a refund will be issued to the customer minus a 10% restocking fee and or any related charges not to exceed 30% of the sale. **CANCELLATION of orders** are NOT accepted via email and must be called in. Cancellation of orders after the product is in shipment will incur appropriate restocking and related interception fees as outlined above.

### Shipping

Shipping charges are good only for deliveries in the contiguous United States. For sales outside of the contiguous United States, We are not responsible for your countries customs imports fees or additional charges related to the sale. The customer making the purchase will be responsible for contacting your local postal authorities to see what these fees may include. These fees are based on the total sale price of the items being shipped. Your delivery may be slightly delayed due to recovery of these charges prior to shipment.

All shipments are via UPS Ground unless other arrangements have been made. We may also ship via the U.S. Postal Service for small orders or some international shipments.

**WE WILL ONLY SHIP TO THE ADDRESS WHERE YOU RECEIVE YOUR CREDIT CARD STATEMENT. Orders paid with Pay Pal will be shipped to the address authorized by Pay Pal.**

**International Orders** Do not ask for "gift invoice" or less than retail value invoices, we will not do this.

## **IMPORTANT PLEASE READ !!!!!**

### **Shipping Damage. Filing a claim.**

Aqua-Link takes great pride in having an extremely low rate of packages arriving at the destination damaged. Due to the delicate make up of the products we manufacture, we carefully inspect the integrity of all our products before shipping and we follow painstaking steps to go above and beyond the carriers safe packaging requirements. We have absolutely no control of package handling once the package leaves our facility. For this reason we will not be responsible for or offer refunds for product damage occurring during shipping. If in the unfortunate event, that your product has been damaged during shipping, it is paramount to follow proper protocol and file a claim with the carrier to recover your losses. Therefore, it is extremely important, and in the best interest, for you "The Customer" to carefully inspect the product immediately, (within 24 hours of arrival). **The arrival time/date will be the drop off time recorded in the carriers tracking information.** Failure by the customer to report damage within 24 hours of the recorded arrival will automatically be considered the customers fault.

When the product arrives, begin by doing the following;

1. Note and take photos of any suspected damage to the exterior of the package before you completely unpack. (Indentations, scrapes, tears, punctures, crushed corners, opened containers, etc.)
2. Note and take photos as you are unpacking.
3. If your product has been damaged during shipping;
  - IMMEDIATELY CALL **THE CARRIER** and file a claim with them. (again, within 24 hours) The carriers process may take some time but (Be persistent) they will usually drag things out to see if you will lose interest.
  - **SAVE ALL PACKAGING!!!** The carrier will most likely ask for photos or set a time to inspect the merchandise and packaging to determine fault. If you do not save **all** of the packaging they may deny the claim.
  - Contact us to make us aware of damage and send any supporting notes and photos.
4. If your product arrives damaged, and you do not save the packing materials we will help you as much as possible with the claim but if the carriers claim is denied we will not cover the damage, the item is yours as received.
5. If you are in immediate need, we can send you a replacement part but you will be charged up front and you must recover your replacement and shipping cost from the carrier.
6. If we determine that we are at fault we will only be responsible to the extent to replace the damaged part or parts at no additional cost to the customer.

### **Returns**

Wet Dry Filters, Refugium, Sumps, Protein Skimmers, Accessories and parts.

We stand by and back our products to the original purchaser with a 90 day limited warranty against manufacturers' defects. See "Limited Warranty" page below.

To start a return, communication is paramount. If in a rare instance you experience a defective product, contact us immediately. We will guide you through the proper protocol to expedite an appropriate resolution limited to the repair or replacement of a defective part. You may be asked to return only the defective part or parts in question for inspection, repair or replacement. Return shipping cost to our facility is the responsibility of the buyer. Warranty claims will only be honored to the original purchaser so proof of purchase may be required. Failure to cooperate with return protocol or in a timely fashion may result in retraction of our return policy.

# LIMITED WARRANTY

Aqua-Link ADP warrants this product against leaks due to defective sealant and workmanship as follows: Standard Wet/Dry filters, Refugium, Sumps, Protein Skimmers and parts.

1. **Warranty-** For a period of (90) ninety days from the date of purchase, Aqua-Link ADP, will, at it's option, either replace or repair only the defect part or parts. After this 90-day period, the consumer must pay for all repair charges. All work must be performed by Aqua-Link ADP at it's repair facility listed below.
2. Any deviation from replacement protocol set forth by Aqua-Link ADP, without written authorization will not be accepted.
3. Any alteration of said product after the original manufacture by Aqua-Link ADP at the home office in Dover, PA, including the use of chemicals, equipment, solvents, or silicone that alter the structural integrity of the acrylic or original sealant will **void any and all warranties**.
4. This warranty does not cover damage due to accident, misuse, abuse, negligence, the consumer's failure to follow proper product set-up instructions, or leakage resulting from plumbing connections and seals utilized for installation.

The warranty is only effective to the original purchaser. We suggest that you retain the dealers dated bill of sale as evidence of the date of purchase.

**REPAIR OF REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER. AQUA-LINK ADP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS PRODUCT EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURCHASE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damage, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights which may vary from state to state. To obtain service under this warranty, contact your nearest authorized Aqua-Link ADP dealer.

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