

Oasis Pool Service, Inc
Oasisps@aol.com
610-869-7870

This service is provided Monday thru Friday
during normal business hours.

To Our Loyal Customers,

During these hard times of the COVID-19 pandemic, Oasis Pool Service wants you to know that we are here for you! In order to both do our part to comply with the mandatory retail shut down of our physical store and accommodate our loyal customers at the same time, we will be bringing our retail store to you! We will be offering mobile water testing and delivery services so you can get your chemicals and pool supplies without ever having to step foot out of your house!

How will our "Mobile Store and Water Testing" work?

- First, email or call Oasis Pool Service to request this service.
- An Oasis Pool Service employee will arrange your appointment time and obtain your payment information.
Email or call your request before 12:00 noon and we will be there within 24 hours, sooner if geographically possible.
- An Oasis Pool Service representative will come to your house and test your water.
- A water chemistry report will be left for you which will include:
 - Your chemical levels compared to ideal levels.
 - Our recommendations based on your readings as well as instructions on how and when to add the chemicals. **(We will not be adding the chemicals)**
 - When possible, we will check your chemical supply and leave you with any additional chemicals needed to properly balance your water. (Your stock chemicals must be left poolside)
- You will be billed for the chemicals via the credit card you provided during scheduling PRIOR to the representative leaving your house. Upon request, if the required chemicals total a purchase amount in excess of \$150.00, a representative will contact you for approval prior to charging the card. **(No chemicals will be left without full payment)**
- If you request ONLY the water test and no chemicals, you will be charged \$45.00 on the day of service, prior to our arrival.
- We can also deliver your chemical order for a small delivery fee of \$20.00 for orders under \$100.00 or at No Charge for orders over \$100.00. We will not test your water with this service.

In order to comply with social distancing, NO customer-representative interaction will occur. Payment will be made with credit card only, no cash no checks. If you have any questions after the representative leaves, you are more than welcome to contact the office and someone will help you over the phone. Please keep in mind, this is a mobile store, there is no option to invoice you for these services, payment is expected in full upon completion.

We hope that this helps in these times of uncertainty, once it is deemed safe to reopen our retail stores; we will then re-evaluate the need for this service and decide whether or not to continue this program. In the meantime, summer is coming, get your pool ready now!!

Thank You for your continued patronage!!

Oasis Pool Service, Inc.