



LITCHFIELD PARK POOL SERVICE LLC

Refund & Return Policy

If you have not yet made a purchase from Litchfield Park Pool Service LLC or have made a purchase, here is the information on what is needed to make it a satisfying experience. Our policy goal is to satisfy our customers by exchange, refund, or repair, as outlined in this policy. Certain defective products may be repaired in-store. If further clarification is needed on Litchfield Park Pool Service's refund and return policy, please contact us at 623-935-5121!

For Fast and Easy Returns:

- Return must occur within the past thirty (30) calendar days of the receipt.
- The original purchase receipt or sales slip must be presented along with the item.
- Refunds will be issued based on the method of payment.
- The merchandise is in new, unused condition.
- The merchandise is in the original, unopened package.
- The merchandise was NOT a Final Sale / No Return item or Seasonal item.
- As applicable, we follow all manufacturers' warranties.
- Must have original Gift Certificate / Gift Card receipt to reissue a lost, stolen or damaged gift certificate.
- Store credit only, will be granted for all unused items returned without a receipt.

No returns, exchanges or refunds on the following purchases:

- Any installed items
- Any opened pool cleaners
- Automation Controllers
- Electrical Parts
 - Unopened electrical parts may be exchanged
 - No refunds or exchanges will be granted on Fuses and Light Bulbs.
- Filters
- Heat Pumps
- Heaters
- Liquid Chlorine (Opened or Unopened)
- Motors
- Opened Chemicals
 - Per E.P.A. Regulations, no returns or exchanges are permitted on any pool or spa chemicals.
 - Additionally, for your protection and ours, we cannot exchange or accept returns on any chemicals.
- Pool Light Fixtures
- Pumps, Submersible Pumps, Booster Pumps
- Salt Systems
- Gift Certificate / Gift Card Purchases.
- No refunds on an inflatable, only exchanges (this includes manufacturer's defects.)



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Refund Method & Timing:

A customer may receive a full refund on items returned if ALL of the following conditions are met and all refunds will be in the same form as used for the purchase.

- Refunds for all **check purchases** will be granted 5-7 days after the date of the payment or until check clears our bank and will be in the form of a check issued within ten (10) business days.
- Refunds for **cash purchases less than \$50** will be refunded with cash or store credit.
- Refunds for **cash purchases of \$50 or greater** will be in the form of store credit or a check issued within ten (10) business days of the return.
- Refunds on a **credit card** may only be applied to the original credit card used or the customer may receive store credit.

Litchfield Park Pool Service will not be responsible for securing any items that are picked up by a customer and will not be held liable for any damage to the customer's vehicle due to improperly securing the item, or for damage resulting from chemical spillage or leakage. We are not responsible for any damage to property or any injury, from any chemical or any product or item, once the chemical or product or item has left our store.

Defective items will be exchanged for the same item of equal value or if the same item is no longer available, a similar item of the same or greater value will be given.

We are not responsible for unauthorized use of gift certificates / gift cards.

There is a \$30.00 fee for returned ("bounced") checks.

We are not responsible for the loss or damage of any item(s) left at our store longer than six (6) months.