



# PERFECT POOL, INC.

## WARRANTY CLAIM SUBMISSION FORM

**Issued:** January 1, 2025 • **Document Reference:** PP-WC-0125 • **Jurisdiction:** State of Michigan

**Rev. 1.3 | Effective January 2025 | Jurisdiction: State of Michigan**

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*Compliance Certified – Magnuson-Moss Warranty Act / FTC Disclosure / CCPA & GDPR Data Handling*

## Customer Information

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City / State / ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Purchase Location / Dealer: \_\_\_\_\_

## Product Information

Model:  16 ft  20 ft  24 ft  Other: \_\_\_\_\_

Serial / Batch Number: \_\_\_\_\_

Purchase Order / Invoice #: \_\_\_\_\_

Date of Installation / First Use: \_\_\_\_\_

## Issue Description

Please describe the issue or defect in detail (include part names or areas affected):

Has this issue occurred before?  Yes  No

Was the product previously repaired or replaced under warranty?  Yes  No

## Required Attachments

- Proof of Purchase (receipt, invoice, or order confirmation)
- Photos of issue (close-up and full product view)
- 10–15 second video of defect or malfunction
- Copy of 30-Day Chemical Log (if applicable)

## Warranty Verification (For Distributor or Installer Use)

- Verified ownership and purchase date
- Verified product serial and model
- Verified chemical log submission (if applicable)
- Verified installation and operating compliance

Reviewed By: \_\_\_\_\_ Date: \_\_\_\_\_

## Claim Type (Select One)

- Product Replacement
- Part Replacement
- Repair Request
- Refund (if within 30 days of purchase per policy)

## Customer Declaration & Consent

By signing below, I certify that the information provided is true and accurate to the best of my knowledge.

I understand that all warranty claims are subject to inspection and approval per the **Perfect Pool, Inc. Limited Warranty & Returns Policy (Rev. 1.3)**.

I acknowledge that my claim may be denied if the product has been misused, modified, or maintained outside the manufacturer's guidelines.

I consent to Perfect Pool, Inc. and its authorized representatives contacting me regarding this claim and to the storage of my data for warranty and service record purposes.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Data Privacy & Arbitration Disclosure

Perfect Pool, Inc. processes customer and warranty data in compliance with the **California Consumer Privacy Act (CCPA)** and **General Data Protection Regulation (GDPR)** principles.

Customer information is used solely for claim verification, technical support, and product improvement.

All claims and disputes are governed by the laws of the **State of Michigan** and subject to the arbitration terms outlined in the **Limited Warranty & Returns Policy (Rev. 1.3)**.

Customers may request data deletion by contacting [privacy@thepoolco.com](mailto:privacy@thepoolco.com) once the claim is fully resolved.

I have read and agree to the Data Privacy & Arbitration Disclosure.

## Internal Use Only

Claim ID #: \_\_\_\_\_

Received Date: \_\_\_\_\_

Processed By: \_\_\_\_\_

RMA Issued:  Yes  No Date: \_\_\_\_\_

Resolution:  Replacement  Repair  Refund  Denied

Notes: \_\_\_\_\_

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**Perfect Pool, Inc.** | 44729 Morley Drive, Clinton Township, MI 48038 | (800) 941-3340 | [info@thepoolco.com](mailto:info@thepoolco.com)

*Compliance Certified – Magnuson-Moss / FTC / CCPA / Michigan Law*