



# **PoolTux Safety Cover Warranty**

## **HOW TO FILE A SAFETY COVER WARRANTY CLAIM**

All necessary warranty and care information is enclosed with each safety cover. It is the retailer's responsibility to present this information to the purchaser.

**It is very important to complete and return the PoolTux Safety Cover warranty card within the first 30 days following purchase of the safety cover.** Doing so validates your acceptance of the product and its instructions for use and care. It also registers your ownership and simplifies claims processing in the unlikely event that type of assistance is needed. Please follow these easy steps when contacting us:

- 1) If any problems should occur within the first two to five years (see warranty schedule) of the date your product is installed, please contact the retail seller of the PoolTux Safety Cover swimming pool cover. If a manufacturing defect is the cause of a product failure, the seller of the product is responsible for contacting the distributor from whom the safety cover was purchased. Instruction will be provided to the seller as to the process by which the product will be repaired or replaced. *Please do not contact the LPP Safety Cover Warranty Department if the safety cover has been in use less than two to five years (see warranty schedule).*
- 2) After the second to fifth year (see warranty schedule), the purchaser of the product is responsible for contacting LPP Safety Cover manufacturer directly. Our Warranty Department can be reached at 1-888-697-6652. Please have available the safety cover serial number. The safety cover serial number is located at the bottom right corner of your portion of the written warranty. It is the eleven-digit number beneath the bar code. If the written warranty is misplaced or has not been given to you, the serial number can also be found on the white WARNING tag that is sewn to the safety cover. Read and record the serial number prior to contacting LPP Safety Cover manufacturer.
- 3) A Warranty Service representative will ask for a claimant's name, address, phone number, product serial number, the date it was installed, the business name of the product seller and a description of the claimed defect. A claim number will be assigned. Please record and save the claim number. The Warranty Service representative may require the original seller/installer to inspect the product to verify the cause of the failure. The representative may also ask for digital or paper photographs of the area suspected of being defective. In either case, the appropriate mailing address will be provided. Upon review, the purchaser will be informed as soon as possible as to the disposition of the claim.
- 4) LPP Safety Cover will not be responsible for costs related to labor, removal, repair, replacement, or shipping. Taxes will be applied to each sale in the requiring states.
- 5) LPP Safety Cover reserves the right to change its warranty claim filing instructions and procedures from time to time. Please contact your authorized LPP Safety Cover retailer for the latest instructions that apply to your warranty claim.

**Register your warranty online at [yourpoolwarranty.com](http://yourpoolwarranty.com)**

Place Stamp Here

LPP Safety Cover  
Warranty Department  
787 Watervliet Shaker Road  
Latham, NY 12110