

Limited Warranty / Return Policy

The purpose of this document is to outline GAME's limited warranty policy for its pool products and accessories for Distributors, Dealers and Groups.

What does the limited warranty cover?

- This limited warranty covers any defects in the material or manufacture of GAME's products when used for their intended purpose during the warranty period.
- This limited warranty also covers damages to products that occur during shipping from GAME to the Ship To address. This warranty does not cover any damages during shipping from the customer to a third party.

What is duration of the warranty period?

- All items that appear on the 2017 Price List come with a limited warranty.
- Solar Pro Heaters and Sand Pro Filters purchased after October 1, 2016 come with a one-year warranty from the date of purchase by the consumer.
- All remaining products, pool and patio light shows, outdoor décor, LED Light Ups and Pool and Spa Maintenance come with a 90-day warranty from the date of purchase by the consumer.

What is the process for submitting a claim?

- It is recommended that all "customers" direct "consumers" to contact GAME's Customer Service Department directly at 888-382-5988 ext 135 or by email at products@game-group.com for troubleshooting and replacement of defective products.
- To file a claim (for Distributors, Dealers or Groups), you must provide the following documentation
 - The Purchase Order Number for which the product was ordered from GAME.
 - A copy of the receipt showing the purchase date by the consumer.
 - A copy of the receipt showing the return date by the consumer.
 - A copy of the receipt indicating if a credit or replacement of the product was given.
 - Include your phone number, email address and the Ship To address if a replacement is to be provided.
- Copies of the documentation shall be emailed to: customerservice@game-group.com
- GAME will review all documentation and notify you advising whether or not you are eligible for a credit or replacement and whether the defective merchandise should be returned to GAME or if you are authorized to scrap the item without returning.

Supplemental Information

- You may submit a claim with GAME on quarterly basis if you issued a credit or replacement within the warranty period. The claim shall be submitted no more than 6 months from the date the credit or replacement was given to the consumer.
- If a product is under warranty and the item is to be replaced, GAME will assume the shipping costs. For credits, please allow 4 – 6 weeks to receive a refund.
- If a third party customer who does not directly place an order with GAME, wishes to pursue a claim, have them go thru you as opposed to contacting GAME directly.