



Seasonal Delivery Schedule and Customer Service Hours

Dear Valued Customers,

At Imperial we are redefining one-source convenience to our Pool Professionals by providing you with unparalleled service and reliability. We are committed to be your most dependable source for all your retail pool and spa needs, ensuring that you get what you need, when you need it! To that end, our Seasonal Delivery Schedule and Hours of Operation are as follows.

Seasonal Delivery Service

Seasonal Delivery Service Begins:

Route Delivery Schedule:

Minimum Order:

Per Stop Charge:

Important Documents - [SELECT LINK TO DOWNLOAD](#)

[Delivery Program Details](#)

[Delivery Route Schedule](#)

[Gotta Haves Request Form](#)

[Delivery Policy & Limitation of Liability](#)

[Pool Kit Pick Up & Delivery Program](#)

[Return Policy](#)

[Return Request Form](#)

[Click Here](#)

Customer Care Hours of Operation*

In Season Hours:

Normal Hours:

*Hours of operations may vary by branch. Please contact your local branch to confirm operation hours.

Customer Care Hotlines

Toll Free:

Local:

Should you have any questions, please feel free to contact one of our Customer Care Representatives or Branch Staff. See attached branch contact information.



IMPERIAL POOLS DISTRIBUTION

Branch Manager:

Regional Sales Director:

Local:

Toll Free:

Fax:



Imperial
POOLS INC.
REDEFINING ONE SOURCE

DELIVERY PROGRAM DETAILS

Memphis Branch

MEMPHIS BRANCH
6972 Appling Farms Parkway
Suite 101
Memphis, TN 38133
800-564-1078 or 901-388-4585

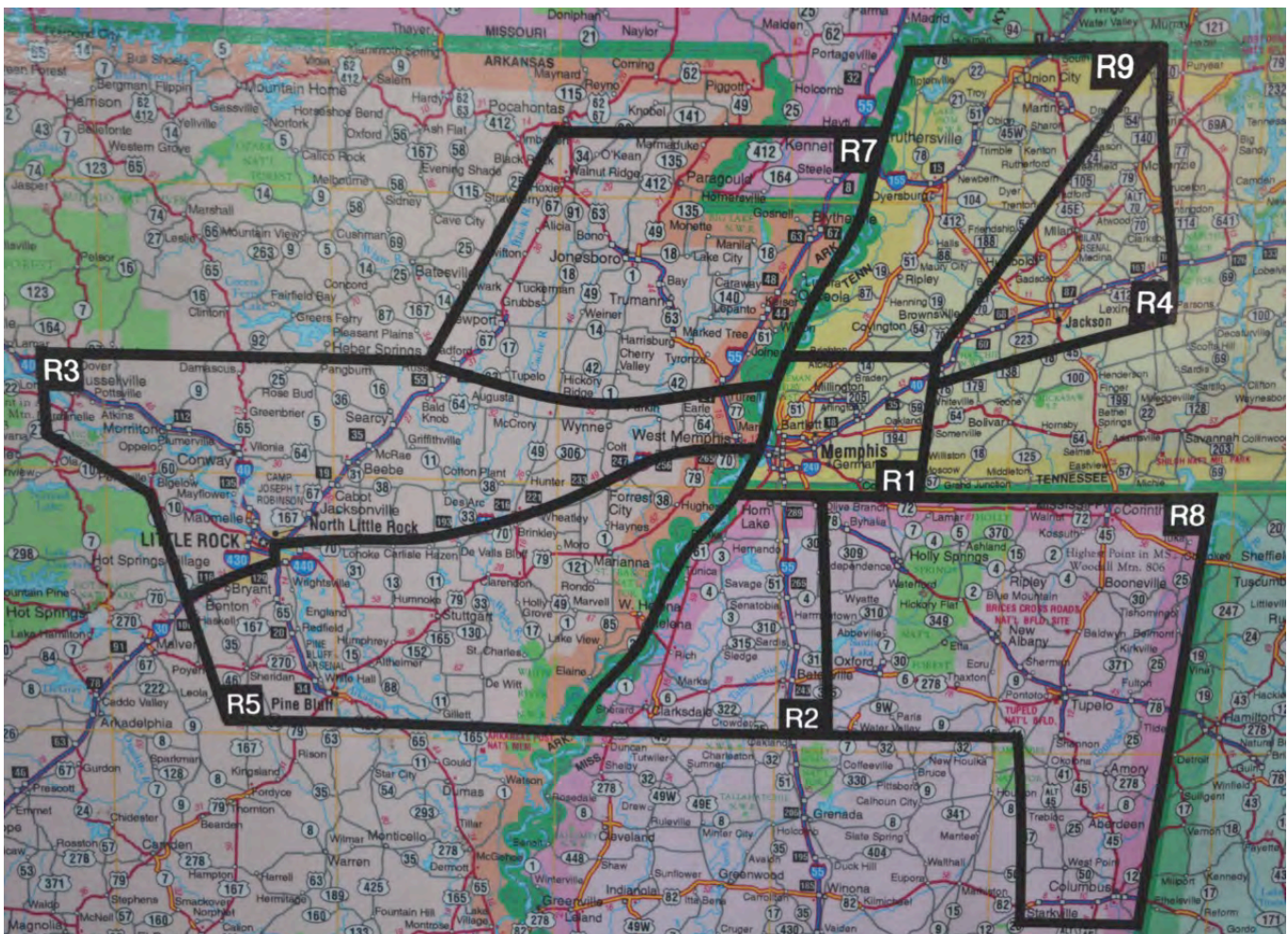
- Orders must be placed before 2:00 pm for next day delivery**, orders placed after 2:00 pm will be placed on the next scheduled delivery date. Orders for Monday delivery must be placed on Friday.
- Regular delivery program will start week of April 3.
- Sand, liquid chlorine, acid, slides, vermiculite, premix, and **commodity goods will only be delivered on first come, first serve basis, as we have weight limitations**. You will be notified if there will be a delay with shipping these items.
- Inground pool kits will be scheduled on a first come basis. Please allow time to schedule your orders for timely delivery.
- Imperial truck drivers will not accept any returns without an RGA being **requested prior to delivery day. All RGAs must be requested through the branch office**. See attached Return Policy.
- Any returns on special order items (non-warranty) must be returned to vendor within 30 days of order date. Vendor, freight and restocking fees will be applied. Any stock items returned after 30 days, can be subject to 15% restocking fee.

Thank you for choosing
IMPERIAL POOLS DISTRIBUTION

DELIVERY PROGRAM ROUTES — Memphis Branch

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
R1	R1	R1	R1	R1
	R2			R2
R3			R3	
R4			R4	
R5			R5	
		R7		
	R8			R8
R9			R9	

Monday	R1 - Memphis Area * R3 - North Little Rock AR * R4 - Jackson TN * R5 - South Little Rock * R9 - Dyersburg TN Area
Tuesday	R1 - Memphis Area * R2 - North Mississippi * R8 - Tupelo Area
Wednesday	R1 - Memphis Area * R7 - Jonesboro AR
Thursday	R1 - Memphis Area * R3 - North Little Rock AR * R4 - Jackson TN * R5 - South Little Rock * R9 - Dyersburg TN Area
Friday	R1 - Memphis Area * R2 - North Mississippi * R8 - Tupelo Area





6972 Appling Farms Parkway, Suite 101, Memphis, TN 38133

April 2018

To Our Valued Customers,

The 2018 season is approaching quickly. We will be starting our seasonal delivery service on April 3rd. For your easy access to all 2018 Delivery Program details and flyers, click the **DOWNLOADABLE LINK** found in the Delivery Schedule Program notice/eblast.

Should you have any questions or concerns please feel free to contact me, or any Customer Care Representative or Regional Sales Director below. We are looking forward to providing superior and reliable delivery service. Thank you for choosing Imperial Pools!

MEMPHIS'S IMPORTANT PHONE NUMBERS

Customer Service Toll Free 800-564-1078

Customer Service Local 901-388-4585

Fax..... 901-388-8344

Customer Care Representatives

Contact

Ed Kuespert, Branch Mgr.
Mike Morris, Asst. Branch Mgr.

E-mail

ekuespert@imperialpools.com
mmorris@imperialpools.com

Memphis Regional Sales Director

Chad Huey cell 901-288-0725 chuey@imperialpools.com

Sincerely,

Ed Kuespert
Memphis Branch Manager



Pool Kit Pick Up & Delivery Program

NOT ALL DELIVERY ROUTES ARE AVAILABLE FOR JOB SITE DELIVERY
[PROGRAM EFFECTIVE MARCH 2017]

To provide you with the quality of service you expect and deserve, we ask that you follow the guidelines listed below:

- 1) For accuracy purposes, all pool kit orders **MUST** be faxed or emailed to the branch. This will ensure your order being accurate. We can provide you with a customized order form to fit your needs.
- 2) Assistance needs to be provided to our drivers to help unload your pool kit. Due to insurance policies our trucks **CANNOT** leave paved surfaces without a signed copy of our **Delivery Policy and Limitation of Liability Form**.
- 3) We require all orders be sent to us **48 hours prior to pick up or delivery**. Please order your pools ASAP as we book on a *first-in, first-out* basis. If you need to cancel a pick up or delivery, please give us 24-hour notice.

Schedule as follows: **Pick Up/Delivery Day** **Order by 5:00pm on**

Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

- 4) Delivery Charges are as follows: **0-50 miles = \$125**
 51-100 miles = \$187.50
 over 100 miles = \$1.00 per mile

REQUIRED: Address of where the pool is to be delivered.

- 5) If a delivery cannot be made and our truck returns full, an additional charge will be assessed for “handling” at our discretion.

Customer Service – Improving Our Service To You

We are committed to providing our customers with the best possible service and we welcome your feedback. We will consider improvements in response to your comments.

Thank you for your business and support!



IMPERIAL POOLS' RETURN POLICY

[EFFECTIVE MARCH 2017]

We will accept returned merchandise only if we have been previously notified, at which time you will receive a R.M.A. Our drivers **WILL NOT** accept any returns without a previously issued R.M.A. This R.M.A. is to be clearly marked on all defective merchandise.

100% REFUND IF NOTIFIED WITHIN 24 HOURS

1. Wrong item shipped by us
2. Shipping damage from our delivery trucks
3. Data entry error

AFTER 24 HOURS UP TO 30 DAYS

(A 15% RESTOCKING FEE WILL BE APPLIED)

1. Ordered wrong item
2. Over purchased
3. Customer cancelled

NO RETURN ALLOWED

1. Custom order items
2. Catalog product not stocked in Latham Branch
3. Special Non-Cataloged products
4. Used or Installed product
5. Any product 30 days after purchase
6. Defective heaters and pool cleaners (must go through vendor directly)
7. Smart Pool products (must go through vendor directly)

All returns must be made on a prepaid basis. If merchandise is returned freight collect, it will be refused and freight costs will be your responsibility.

If an item not manufactured by us has a manufacturer's warranty, then that warranty and no other will apply. The manufacturer's warranty may be limited. If you would like information on the scope of a particular manufacturer's warranty, please speak with an employee of Imperial Pools or call us at **800-444-9977**. We will provide you with information about the manufacturer's warranty so you can decide whether you wish to purchase the item or not. Any item manufactured by others and not covered by a manufacturer's express warranty is warranted by Imperial Pools to be free of defects for 90 days from the date of sale, and Imperial will repair or replace (as it determines) any such defective product. **Imperial Pools shall not be liable for special, incidental, or consequential damages, including loss of profits, for any breach of warranty not manufactured by Imperial Pools.**

STOCK ITEMS MUST BE IN REASONABLE CONDITION, IN ORIGINAL PACKAGING, FREE OF PRICING OR DEALER MARKINGS



Imperial
POOLS INC.
 REDEFINING ONE SOURCE

RETURN REQUEST FORM

FOR IMPERIAL DISTRIBUTION

DEALER: _____

DATE: _____

IMPORTANT
 Need to know

Upon completion you will receive an R.M.A confirmation.

Write R.M.A. number on a piece of tape and place on each package.

****NEED SERIAL NUMBERS FOR PUMPS, MOTORS, & FILTERS****

ITEM #	QTY	ORDER OR INVOICE #	SERIAL #	REASON FOR RETURN*	APPROVED DENIED		REASON IF DENIED

***MUST HAVE SPECIFIC REASON, DEFECTIVE IS NOT A REASON. EXAMPLES OF RETURNS:**
 Ordered wrong, customer cancelled, over purchased, data entry error, shipping damage, shipping error, vendor warranty.

APPROVED BY: _____

R.M.A.#: _____



**IMPERIAL POOLS, INC.'S
DELIVERY POLICY AND LIMITATION OF LIABILITY**

Imperial Pools, Inc. agrees as part of its normal delivery policy to deliver pool kits and other products to your customer's curb or driveway. If you will want Imperial Pools to deliver the pool kit and other products to a location on the customer's property, other than the curb or driveway, Imperial Pools will do so ONLY if you have signed this form. By signing this form, you agree that Imperial Pools will not be liable for any resulting damage to the customer's lawn or other property caused by delivering the pool kits or other goods onto that property.

In the event of any damage to your customer's lawn or other property, you agree to 1) assume full and complete liability, and 2) to indemnify Imperial Pools against any claims by the homeowner arising from that damage to the lawn or other property. To indicate your acknowledgement, understanding, and agreement of these terms and conditions, please sign, date, and return this form to: *your local Imperial Pools' branch*. Thank you.

AGREEMENT / SIGNATURE:

Sign Your Name Here

Print Your Name Here

Print Your Company Name

Date: _____



“Gotta Haves” Request Form

Dear Customer,

Welcome to another swimming pool season. At Imperial Pools we strive to be your one and only supplier for all your pool and spa needs. We do our best to have all your items in stock, all the time, but sometimes that’s not possible. So, to ensure we will have your “Gotta Have” items all the time, we are asking for your help.

Please list below the items that we “Gotta Have” in stock, all the time! Also please list any items that we current don’t carry that you would like us to stock.

We are committed to be your one source distributor for all your pools and spa needs. Together, we can make this happen.

Customer Name _____

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____