



THE COVER DOCTORS® PROGRAM

GLI prides itself on always offering the best service to our customers. With our "NEW" Safety Cover Repair and Replacement program we have made it even easier to return a cover.

- GLI will provide a box to return your cover for repair or template replacement at no charge.
- GLI will provide all necessary shipping labels to return the cover freight prepaid.
- As always, we offer the fastest turnaround times in the industry and we offer this great service year-round – with no inconvenient deadlines.

*This program applies to residential size covers only. Box size is 24" x 24" x 42" and will hold up to approximately a 22' x 42' cover size. For larger or commercial size covers, please contact GLI Customer Service at 1-800-448-2343.

TEMPLATE FOR NEW COVER:

- To ensure the most accurate fit, return original cover if available. GLI will use the original cover to create the manufacturing specifications for the new cover:
 - **Note: Old covers can shrink or stretch over time. GLI will take this into consideration when measuring your template to ensure the most accurate match, however, we cannot guarantee a 100% match on all straps. You may have to drill several new anchor locations.**
- GLI will provide a quote for the new cover.
- Once we receive a clean PO for the new cover, GLI will manufacture and ship the new cover within 72 hours. Standard freight rates apply.
- All template covers will be discarded at no charge once new cover is manufactured and shipped. If you require original cover to be returned, please request cover to be returned on the "Safety Cover RA Form" or advise the Customer Service Representative when requesting your RA. A \$30.00 freight charge will be applied for returning old cover.

REPAIR COVERS:

- GLI will inspect cover and provide a quote for the repairs.
- Once a PO for repairs is received, GLI will perform the repairs and ship cover. Standard freight rates apply.
- If estimated repair time will be more than 3 hours, GLI will provide a quote for the repair and a quote for a new cover.
- If new cover is ordered, GLI will manufacture and ship the new cover within 72 hours upon receipt of clean PO. Standard freight rates apply.

ADDITIONAL INFORMATION:

- Any cover sent back that is not repaired or rebuilt will incur a \$100.00 inspection fee.
- Any product shipped to GLI collect or without RA # will be refused and returned to the shipper.

COVER DOCTOR® REPAIR AND REPLACEMENT PROCESS

REQUEST RETURN AUTHORIZATION NUMBER AND BOX:

- All covers require a "Return Authorization" number (RA). If you have multiple covers to return, each cover will need its own individual RA number.
- Simply fax or email the completed "Safety Cover RA Form" on the backside of this form or call GLI's Customer Service Team to request an RA number.
- GLI will ship a return box with pre-printed return label at no charge within 24 hours of request.

RETURNING THE COVER IN BOX PROVIDED BY GLI:

1. **Remove all hardware before shipping cover to GLI. A \$100.00 removal fee will be applied to any cover returned with hardware attached.** Clean cover of all debris and let air dry before packing in box.
2. Attach RA Card to a Strap on the Cover. *If cover is being repaired, please mark all areas of cover that need repaired. Marking your cover with duct tape or white/yellow grease crayon works best (chalk tends to rub off when cover is folded and marks are thus lost.)
3. Place cover in box and securely tape and/or band box for shipment. Note: Package will be heavy, please ensure box is securely taped and/or banded so it does not open during shipment.
4. Affix SHIPPING LABEL to designated area on shipping box.
5. Affix RETURN AUTHORIZATION (RA) LABEL to designated area on shipping box.
6. Call FedEx at 1-800-463-3339 to schedule a PICK-UP or SHIP with your regularly scheduled FedEx Pick-Up. Freight will automatically be billed to GLI.

IMPORTANT - Do not return "Bungee" type covers. We cannot match strap locations or do repairs on "Bungee" type covers. Bungee covers will require A-B measurements and new anchors will need to be installed.

GLI
 Pool Products

We Ship in Hours - Not Days!



COVER DOCTORS® SAFETY COVER RA FORM

Please provide the following information for existing (old) cover being returned.

STEP 1: SHIP BOX FOR RA COVER TO

Name:		
Address:		Phone:
City:	State:	Zip:

STEP 2: DISTRIBUTOR AND DEALER CONTACT INFORMATION

Distributor Name / Location:		
Distributor Contact:	Email:	Phone:
Dealer Name:		
Dealer Address:		
City:	State:	Zip:
Dealer Email:	Phone:	Fax:
Consumer Tag Name:		

STEP 3: TYPE OF WORK TO BE PERFORMED

<input type="checkbox"/> Repair	<input type="checkbox"/> Template Remake	<input type="checkbox"/> Other (Please Explain)
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Note: If GLI manufactured this cover previously and you have the original PO#, SO# or Serial #, please contact our customer service department with this information. It is not necessary to return the old cover if you can provide the original cover identification.

STEP 4: INFORMATION ABOUT EXISTING (OLD) COVER BEING RETURNED

Cover Size:	Cover Shape:	Color:
Material Type:	<input type="checkbox"/> Mesh	<input type="checkbox"/> Solid

STEP 5: IF RETURNING AN EXISTING COVER FOR A REMAKE, PLEASE INDICATE WHAT TO DO WITH THE OLD COVER ONCE THE NEW COVER IS MANUFACTURED

<input type="checkbox"/> Discard old cover at - NO CHARGE	<input type="checkbox"/> Ship old cover back with new cover. A \$30.00 charge will be applied for shipping of old cover.
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**STEP 6: FAX SAFETY COVER RA FORM TO 330-744-1228
OR EMAIL TO GLI@GLIPOOLPRODUCTS.COM.**