



# THE VINYL WORKS, INC EXTENDED SERVICE CONTRACT



1. The Extended Service Contract will apply to all in-ground liners purchased from the effective contract date. Contract will renew automatically each year unless either part notifies each other in writing. Contract price is subject to price increases as deemed necessary with 30 day minimum notification.
2. All expenses submitted for reimbursement must be accompanied by an Extended Service Contract Claim Form. This Form must be supported by proper receipts and/or invoices from applicable entities performing labor or providing material. Claim and receipts must not exceed the coverage amount.

The Extended Service Contract applies to:

- a) *In-ground liners found to be defective under the terms of The Vinyl Works 'Limited Warranty for Residential Swimming Pool Liners'*
- b) *In-ground liners with fabrication mistake or shop/ clerical error only when original order is submitted in writing. Verbal orders will not be accepted.*

Acceptable expenses eligible for reimbursement:

- *Labor to remove defective liner*
- *Labor to install new liner*
- *Materials needed to prepare pool bottom for new liner installation*
- *Water to fill pool*
- *Chemicals to balance new pool water*
- *Freight charges for new liner*

## LINER DEFECT REIMBURSEMENT

Item #VWESCG

**Gold "Extended Service Contract"**

\$50.00 NET FEE provides up to \$1500.00 in "Expenses" within 5 years of purchase:

\_\_\_\_\_ Initial Here.

## LINER FABRICATION ERROR REIMBURSEMENT (Limited)

*Detectable and Concealed*

### 1) Detectable Error

If a liner is made incorrectly due to a fabrication, shop or clerical error by The Vinyl Works and is detectable prior to installation, reimbursement is covered under "Liner Fabrication Detectable Error".

*Example: Vinyl stair ordered in 'Left' position and box/packing slip indicates 'Right' position. STOP- DO NOT INSTALL.*

#### » What You Can Expect

If considered a 'Detectable Error', a \$250.00 credit will be issued immediately. No claim form, freight bills or expense documentation are required and will not be accepted.

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## 2) Concealed Error

If a liner is made incorrectly due to fabrication, shop or clerical error by The Vinyl Works and is only detectable while attempting to install liner, reimbursement is covered under same provisions as 'Liner Defect Reimbursement'.

*Example: Liner ordered in 6' depth, box/packing slip indicates 6' depth but liner fabricated in 8' depth.*

### » What You Can Expect

If considered a 'Concealed Error', it will be treated as a 'Defect' and would be eligible for expense reimbursement.

## Dealer Responsibilities:

- » Purchase Order must be submitted in writing using Vinyl Works Order Form.
- » Confirm liner received is consistent with Purchase Order.
- » If information on box/packing slip is incorrect vs. P.O. sent, STOP- DO NOT INSTALL.

Always check for accuracy, the liner pattern; stair, cuddle, the cove, bench color or location; and dig dimensions or any applicable info. Inspection is your responsibility regardless of who receives the liner into your inventory. New or untrained personnel or subcontractor does not waive this responsibility.

### ***Terms & Conditions:***

1. *Extended Service Warranty is effective only on A) in-ground liners installed in a consumer's pool that is found to be defective under the terms of the Vinyl Works Warranty. A defect is defined as a seam de-lamination caused by an improper sealing of the seams. B) A mistake in fabrication; or a shop or clerical error recognized to be the fault of the Vinyl Works and original order was submitted in writing.*
2. *Claim must be submitted within 90 days of replacement installation.*
3. *Contract price will be charged to each liner invoice as a separate line item as a NET figure. (Not discountable)*
4. *All liner specifications such as color/pattern, mil, dimensions, stair/bench location are the dealer's responsibility to confirm as ordered before installing the vinyl liner.*
5. *Acceptable expenses eligible for reimbursement exclude any repairs to pool walls, structure and coping.*
6. *The Vinyl Works retains the right to determine what is a fair and customary fee for work performed and materials provided in replacing defective liner.*
7. *All Vinyl Works liners are packaged with an Owners Manual and Warranty. Failure to comply with installation instruction, proper care or warranty terms voids this contract.*
8. *Dealer agrees to deliver Owners Manual supplied in liner box to retail consumer.*
9. *If a liner is replaced under the terms of this contract, a new "Extended Service Contract" is required for the new liner.*
10. *This contract is non-transferable and is enforceable only by the original contract dealer signee listed below.*
11. *The "Time of Purchase" is defined as the invoice date.*
12. *Reimbursement will be applied as a credit to dealer account.*

### ***DEALER INFORMATION***

Company Name: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Principals Name: \_\_\_\_\_

Principals Signature: \_\_\_\_\_

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

Contact Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

### ***VINYL WORKS INC.***

Rep. Name: \_\_\_\_\_

Rep. Signature: \_\_\_\_\_

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