

# Returns and Refund Policy

A receipt indicating customer name and product purchase information and photo identification will be required on all returns and exchanges.

Returns and Exchanges can only be made within 30 days of original purchase date.

Pool and Spa chemicals may not be returned, because of EPA regulations.

All products must be returned in unopened original packaging.

Any specialty products will be subject to a restocking 25% fee + freight. *Please Note: the restocking fee is subject to change depending upon vender and product.*

Custom orders may not be returned; examples include pool covers, pool liners, etc.

**Refund:** A refund will be in the same form of currency used for the original purchase. For Example: if you used a credit card to make a purchase, then your refund will be issued on the same credit card.

Personal Check: If a personal check was used to make a purchase, a refund will be made by mail after 14 days from receipt of the returned merchandise. This allows time for the original check to clear the bank.

Returns and exchanges can be made at our store location, or by mail. Please call our store if you wish to cancel an order placed online within 24 hours of placing the order. Please call our store if you wish to return an order placed online for detailed instructions and to make sure the item is returnable.

**Returning by mail:** You are personally responsible for paying the return postage for any items returned.

Within the US: Returned items must be sent via insured, prepaid Regular US Mail. Insuring your return allows you to track your parcel with the US Postal Service. Please Note: We cannot accept CODs or Courier deliveries.

Please Note: Do not return items by UPS or other carriers, as duty and/or brokerage fees will be charged, and your return will be refused by Northland Pool Management Company.