



# AFTER SALES SERVICE FORM

GUARANTEE REQUEST

Guarantee code \_\_\_\_\_

COMPLAINT

Invoice number/Receipt \_\_\_\_\_

Please enclose a copy of the invoice or of the receipt.  
Pictures may be requested as additional material.

Customer \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone number \_\_\_\_\_ E-mail \_\_\_\_\_

Delivery address (if different from the address above) \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Obs. \_\_\_\_\_

## POOL'S INFORMATION

NATURALIS 01- Decagonal       NATURALIS 02 – Decagonal Elongated       NATURALIS 03 – Decagonal Elongated

NATURALIS 01- Rectangular       NATURALIS 02 – Rectangular       NATURALIS 03 – Rectangular

Height 1.28 m       Height 1.40 m

Optional Equipments:

Spotlight LEDS       Winter Cover       Summer cover       Electric Panel       Salt Electrolysis device

Others: \_\_\_\_\_

## REASON FOR COMPLAINT – GUARANTEE REQUEST

ISSUE'S DESCRIPTION \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_ CUSTOMER'S SIGNATURE \_\_\_\_\_

## PROCESSING OF THE REQUEST – To be filled in by the retail outlet

DESCRIPTION OF THE RECEIVED REQUEST \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

RESULT OF THE PROCESSING OF THE REQUEST \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Stamp and signature

DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# WARRANTY

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For any complaint or After Sales Service, you must keep the assembly direction with the guarantee code on the back and the proof of purchase (invoice or receipt).

In order to validate your guarantee, please access [www.naturalisrp.com](http://www.naturalisrp.com) and follow the instructions.

You have 60 days from the date of leaving of the factory to validate the guarantee\*. After this period, the owner will have to submit a new request for review by accessing the website [www.naturalisrp.com](http://www.naturalisrp.com) entering the guarantee code and presenting the proof of purchase. A description and pictures may be requested.

## DURATION OF THE WARRANTY:

• **Structure:** The concrete walls and coping of the Naturalis pool have 10 years warranty against freezing and thawing.

Due to its composition, the structure and the copings can have over the years a phenomenon called fluorescence, slight discoloration and some micro cracks can appear, they are not covered by warranty, but they do not alter the characteristics or the resistance of the pool.

- . **Liner:** 10 years, only on the welding, with a gradual reduction of 10% per year.
- . **Pump:** 3 years warranty according to current legislation
- . **Skimfilter:** 3 years warranty according to current legislation (except cartridge)
- . **Ladder:** 3 years warranty according to current legislation (unless you use a salt device).

Are excluded from warranty:

- Cuts, holes, folds, wrinkling, tears, pullings, color maintenance, patches of any kind
- The cut and put in the water
- Maintenance
- The Wintering.

The warranty is excluded in the following cases:

- Installation or use not in accordance with our instructions
- Damage caused by mishandling of the product.

## AFTER SALES SERVICE

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The after-sales service will be handled only with the points of sale.

For handling complaints or warranty claims fill out the form on the site [www.naturalisrp.com](http://www.naturalisrp.com) and return to the respective point of sale.

## RETURN OF MERCHANDISE

No goods return will be allowed without prior consent from our company. All goods return is borne by the customer (wrapping, packaging, and transport).

## AFTER FINDING AND VERIFICATION OF A MANUFACTURING DEFECT:

- The defective products will be repaired effectively or replaced with postage paid.
- For products not covered by the warranty, a quote will be prepared. Upon acceptance of this by the customer, the parts will be redirected.

In the event of a replacement for a defective element, disassembly and assembly are not met by our company.

The warranty is limited to repair or replacement of the defective part. The warranty does not determine in any case, compensation for damages.

## STORAGE PRECAUTIONS

While the pool is not installed, some care is needed for storage:

- Avoid moving the pallets without suitable transport
- Storing the pallet directly in a leveled ground and a sheltered space