



It is **IMPERATIVE** that our clients have a clear understanding of SWG's service policies. It is the responsibility of both client & SWG customer service representative to discuss all applicable policies at the time of estimate generation / approval, & that the work order has all necessary information required for service, prior to crew departure.

Any policy questions or concerns should be discussed prior to scheduling. Estimate approval indicates that the client agrees to SWG's policy & procedure.

### **General Service Policy**

When doing repairs on any water feature not installed by Sublime Water Gardens, we reserve the right to not offer any warranty. If an installation was done improperly, it can and will lead to many unforeseen problems. Not knowing the quality of the workmanship leaves us unable to offer any warranties. If this is an hourly rated job, such as detecting and repairing a leak, we will come in and fix the leak. However, if there are multiple leaks that were not detected on the initial visit, the same charges will apply to additional visits.

Payment is due at the time of completion of the repair/installation in the form of American Express, Discover, MasterCard, Visa, cash or check. The final agreement total will be calculated to the nearest ¼ hour multiplied by the quoted hourly rate within your/estimate invoice, plus the cost of materials used, if any.

### **Maintenance Client + Repair Policy**

Maintenance packages do not include repairs or products, however if you are in need of either repair or products and notify us in advance, we will be more than happy to either bring products or perform repair at the time of your maintenance visit. Repair work is performed on an hourly basis, at a discounted hourly rate when performed in conjunction with their routine maintenance service.

### **Open Invoice / "PAST DUE" Policy**

SWG has the right to refuse service to customers with an existing open invoice, but by default our scheduling department will reject all service requests. All clients requesting additional work must have an account in good standing. Customer service representatives are required to give clients an opportunity to provide payment over the phone. Otherwise if mailed, scheduling will resume pending receipt of check payment. Exception: maintenance clients.

### **Product Delivery / Pick-Up Policy**

SWG is not a delivery service company, however we are happy to deliver products at time of scheduled service. Clients have 3 options for product purchases unrelated to service visit:

1. SWG delivery, at scheduling department's discretion. Delivery (mdf) fee included. Non-urgent requests only.
2. Customer Pick Up: Arrange to pick up product at our parent company (TWI) & according to their hours of operation. Client can pre-pay with credit/debit card OR pay at time of pick up with cash/check.
3. SWG ships products to client, S/H fee included.

### **Special Order Product Purchase Policy**

Any merchandise that is approved by the customer & is ordered specifically per the customer's request is subject to FULL payment of product + S/H prior to purchasing. All special order merchandise is non-returnable; product sales are final.

### **Return Trip Policy**

All service trips are billable until investigated & determined otherwise. The estimate is to be sent to the client, as is any other estimate for service work, & must be approved with an understanding that the service trip could very well be billable to client. Return trips are always investigated to determine if the subsequent trip is due to SWG negligence (avoidable RT) or rather additional problem associated with the original complaint (unavoidable RT).

### **Leak Detection Policy**

Leak detections & repairs are conducted on an hourly basis, in which we will inspect all plausible factors that may be contributing to the water loss & repair as needed. A leak detection test performed by the customer is required for all repairs pertaining to water loss. The LTD is required PRIOR to scheduling & must be completed in full on estimate / work order. This helps us to narrow down the location of the leak by a process of elimination, thus saving our customers time/\$\$! If there are multiple leaks that were not detected on the initial visit, the customer will be asked to perform another leak detection test. The costs of materials are not included in the hourly rate. LEAK SERVICE CALLS HAVE THE POTENTIAL FOR ADDITIONAL TRIPS THAT COULD GO BEYOND THIS SERVICE CALL DATE/TIME, THIS IS DUE TO POSSIBILITY OF MULTIPLE LEAKS. ADDITIONAL CHARGES WILL APPLY FOR ADDITIONAL VISITS.

LDT directions, info required:

-Autofill present? If yes – turn off for test. Top of water to normal level.

-Amount of water loss with pump ON? Time frame? (Ex: lost 3" within 24 hrs)

Top off water again to normal level.

-Amount of water loss with pump OFF? Time frame?: (Ex: no water loss overnight, approx 8 hrs.)

-Saturated ground visible? Y / N / Where?

**\*\*Leak After Cleanout Service\*\*** – A cleanout does not CAUSE a leak unless the integrity of the pond/equipment is already compromised. A leak detection test is required from our customer's prior to scheduling & mobilization. Cleanouts on water features with a pre-existing, slow leak may notice more water loss afterward because the cleanout removes overgrown plants silt & any other debris that may have previously clogged the hole or tear. Additional charges may apply for subsequent trips made for leak detection/repairs.

### **Billing Audit Policy**

All invoices are subject to audit verification. Any resulting debits or credits will be applied as required. All prices & specifications are subject to change without notice. A suggested retail price (SRP) is considered a guide only, except otherwise noted. All prices & products are subject to availability.

## **Product Return Policy**

Non-warranty returns – merchandise returned for credit is subject to a **25% restocking fee**. All returned must be in the original package & must be returned freight PRE-paid within 30 days after purchase or receipt of shipment.

## **Freight Claim Policy**

All products to be shipped must be paid in full prior to shipment. Any loss or damage claims must be filed with the carrier.

## **Pump/Equipment Warranty Policy**

All warranty items are subject to the manufacturer's warranty terms (not the service company). Defective goods must be submitted with an RGA # (return goods authorization) obtained from SWG vendor prior to returning the product & must be accompanied with proof of purchase, freight PRE-paid (both TO & FROM manufacturer) & warranty paperwork issued at time of purchase. Products returned for warranty consideration will be tested & repaired or replaced per the manufacturer's direction. Perishable or dated items are non-returnable. Warranty products will be shipped the most efficient means possible. Used & refurbished equipment carries no warranty. Warranties are non-transferrable.

### **Items required for Warranty Process:**

1. RGA # from vendor
2. Freight pre-paid by customer
3. Customer's dated proof of purchase (receipt, copy of invoice, etc)
4. Product to return to vendor

### **Customer has 2 options for getting product to SWG:**

1. Customer drops off product to SWG HQ. (customer is responsible for s/h to vendor, no additional service charges will apply. freight is PRE-paid).
2. Mobilization of SWG crew to retrieve & to re-install product. (2 separate service trips will occur, 2 service charges will apply. freight is PRE-paid both To & From manufacturer.)

## **Payments, Credit Card Convenience Fee & Refund Policy**

Payment is due at the time of completion for all new customers, & all hourly repairs. Customers will receive an invoice at service completion & a phone call from office to discuss any pertinent observations / recommendations. Payment methods accepted: cash or check (given to crew at time of service) or American Express, Discover, MasterCard, Visa.

A 3.4% convenience fee will be charged on all credit card payments exceeding \$1,000. Payments may not be split in order to avoid convenience fee. SWG absorbs all fees < \$1,000.

Refunds are issued via check and mailed, regardless of initial payment method.

## **New Construction Warranty Policy**

All *new installations* have a one year warranty on workmanship, as well as any additional warranties offered through the manufacturer for parts and equipment. A detailed list will be within the contract.