THE COVER DOCTORS® PROGRAM

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

- GU will provide a box to return your cover for repair or template replacement at no charge.
- GU will provide all necessary shipping labels to return the cover freight prepaid.
- As always, we offer the fastest turn around 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 GU Customer Service at 1-800-448-2343.

NON-REPAIRABLE ITEMS: FOR IMAGES OF NON-REPAIRABLES, SEE FULL BROCHURE OR WEBSITE.

- Anything that compromises the integrity of the cover meeting ASTM Standards. Covers must be able to hold at least 485 lbs. of weight without failing.
- Examples of non-repairable items:
  - Deteriorating material due to age, chemical damage, excessive weathering, excessive wear, etc.
  - Deteriorating webbing or thread
  - Excessive perimeter coping damage
  - Excessive holes

- All non-repairable covers will be quoted for replacement.

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 GU’s Customer Service Team to request an RA number.
- GU will ship a return box with pre-printed return label at no charge within 24 hours of request.

RETURND THE COVER IN BOX PROVIDED:

1. Remove all hardware before shipping cover to GU. 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.

ADDITIONAL INFORMATION:

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

www.coverdoctors.com • www.glipoolproducts.com • 800-448-2343
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: ____________________________
City: __________________ State: ____________ Zip: ____________

Phone: ____________________________

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: ____________________________

STEP 3: TYPE OF WORK TO BE PERFORMED

☐ TEMPLATE REMAKE

☐ REPAIR - Select those that apply (if known):
☐ Holes smaller than 4”
☐ Holes larger than 4”
☐ Add Step
☐ Add Drain
☐ Remove Drain
☐ Cap cut-out
☐ Add cut-out
☐ Chaffing strap replacement
☐ Webbing replacement
☐ Snap-hook replacement

☐ OTHER (Please Explain):

Note: If GLI manufactured this cover previously and you have the original P/N, S/N 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: POOL SIZE

Overall length (at longest point): _______ Overall Width (at widest point): _______

Note: Old covers can shrink or stretch over time. It is very important to provide overall length and width of pool to help us determine shrink factor of your old cover.

STEP 5: INFORMATION ABOUT EXISTING (OLD) COVER BEING RETURNED

Cover Size: ____________________________
Cover Shape: ____________________________
Color: ____________________________

Material Type: ____________________________
☐ Mesh
☐ Solid

STEP 6: IF RETURNING AN EXISTING COVER FOR A REMAKE, PLEASE INDICATE WHAT TO DO WITH THE OLD COVER ONCE THE NEW COVER IS MANUFACTURED

☐ Discard old cover at - NO CHARGE
☐ Ship old cover back with new cover. A $30.00 charge will be applied for shipping of old cover.

Note: If no box is check above, GLI will automatically discard old cover when new cover is complete.

STEP 7: FAX SAFETY COVER RA FORM TO 330-744-1228 OR EMAIL TO GLI@GLIPOOLPRODUCTS.COM.