

WARRANTY CLAIM FORM

If you believe you may have a valid warranty claim, please supply the following details, and forward to ABGAL (email to us@abgal.com.au). We will endeavour to respond to all claims within 3 working days. Please do not dispose of the item in question, as we may require it to be returned.

PART A

CUSTOMER NAME: _____

DAYTIME PHONE NUMBER: _____

EMAIL ADDRESS: _____

PRODUCT CODE: _____

(If not known please give size and description)

APPROX DATE OF PURCHASE: _____

DESCRIPTION OF DAMAGE/PROBLEM: _____

WAS THE WARRANTY REGISTERED? NO YES

IF YES, GO TO PART B. IF NOT, PLEASE CONTINUE:

PLACE OF PURCHASE: _____

DATE OF/PROOF OF PURCHASE: _____

WAS ITEM PROFESSIONALLY INSTALLED? NO YES

If yes, please specify who by: _____

PART B: (PHOTOGRAPHIC EVIDENCE):

Good quality photographs which clearly show the problem make it easier for us to assess claims. Please ensure that images are in focus, and of a large enough size for us to be able to see details. Jpg, png or pdf are preferred formats. Maximum email size is 10 meg.

For a Pool Cover:

1. Image of cover on pool - one shot of the whole pool, showing both ends.
2. Fold half the cover onto itself - one shot of underside of cover
3. Close up images of bubble sections showing damage
4. Pool water balance readings (if available).

For a Liner:

1. Image of whole pool
2. Image showing close up of damage.

Please send images and this completed form to us@abgal.com.au

**** DO NOT DISPOSE OF DAMAGED ITEM ****



Freecall 1800 077 533 | Email us@abgal.com.au | Fax 07 3803 6420
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Australia's largest manufacturer of premium liners & covers... Since 1976!