

TERMS OF SERVICE

SCHEDULING

Scheduling

Service is scheduled on a first-come, first-served basis with a limited number of appointments available per season. Customers have the option of being put on a waiting list for the first available appointment, or scheduling the date of their choice (subject to availability).

Payment

CoverSafe requires a valid credit card to be placed on file to schedule an appointment.

Response Times

The max response time for a cover system that is not functioning is counted in business days.

Travel Charge

One hour of travel is included in the price of all maintenance plans. Additional travel charges may apply.

Emergency Services

Saturday Same-Day service is available March 1st through October 1st for non-working covers. Orders must be placed by 3 PM EST on a Saturday to receive same-day service. See full terms and schedule online at CoverSafe.com.

Winter Safety Cover Removal

Coversafe offers the additional service of removing of winter safety covers for pre- or post-season services. For pre-season appointments, we can re-install the winter cover or leave it folded up next to the pool at the homeowners' preference.

For post-season appointments, we can place the winter cover back over the automatic pool cover to close the pool for the season.

AUTO-RENEWAL OPTION

CoverSafe offers a yearly auto-renewal option for the Extended Service Plan agreement. Plan will automatically renew on March 1st until canceled.

Payment

Payment for the agreement will renew every year on March 1st. CoverSafe requires a valid credit card to be placed on file for the duration of the service plan.

Reminder Emails

Automatic email reminders that the payment for your renewing plan will be sent 30 days ahead of the billing period, and again 1 day before the payment date.

Cancellations

The Extended Service Plan agreement can be canceled any time without penalty.

Refunds

Please note that we do not provide refunds for plans once part of the agreement has been performed or service has been rendered.



Before and After a Cover Wash / UV Application

TERMS & CONDITIONS

* Extends the labor warranty through the remainder of the current calendar year. In order to uphold the labor warranty, recommendations for service or repairs from your technician must be followed through. Extended labor warranty excludes labor to replace walk-on lid brackets and labor to repair damage resulting from incorrect operation or use of the pool cover.

† Limit 1 free replacement set of ropes or cables per year.

‡ Save more on your future fabric replacement by keeping your auto cover maintained yearly with our Extended Service Plans. For more information, visit Coversafe.com/replacement.

§ Non-working cover service within 3 business days (5 business days for Basic System Maintenance) is only available to customers up to 100 road miles from a CoverSafe service center location. Customers located more than 100 road miles will receive the next possible appointment for service in their area. For a full list of our Service Center locations, please visit CoverSafe.com/locations.

One hour of travel time is included in the price of all maintenance plans. Additional travel charges may apply if the location is more than 1 hour from a CoverSafe Service Center location.

For a full list of our Service Center locations, please visit CoverSafe.com/locations.



CoverSafe.com



866-746-8444



info@coversafe.com