

# *Leisure World Pool & Hearth*

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Pools Spas Accessories Chemicals Fireplaces Inserts Gas Logs Stoves Grills Sales Service

## **Leisure World Pool and Hearth (LWP&H) Company Policies**

### **SERVICE AND COLLECTION POLICIES**

- Service Rates: \$35/hr in-store; \$100/hr field. Larger jobs and installations by estimate only.
- A form of payment (such as a credit card number) must be provided in advance for work to be scheduled. If a customer does not wish to provide this information and cannot be home to pay upon completion we ask that the known amount of the bill (labor) be paid in advance. (Example: if we are performing a pool opening for \$200 plus an unknown amount of materials used to complete the job we must collect \$200 in advance and then send a bill for the additional balance) Or, if a customer can be home at the time the work is completed, they can pay our service technicians directly.
- Larger jobs planned in advance that involve specially ordered product will require a 30% deposit.
- Provided a form of payment has been received, a service customer who is not home will be billed for the work performed and be granted NET 30 terms.
- All payments are due within 30 days of the invoice date. If after 30 days LWP&H has not received payment for work successfully completed a phone call will be placed asking to run the invoice balance on the credit card provided. If any account is found in arrears an 18% APR penalty will be added until payment has been received in full. If the collection process has not been completed after 90 days the balance will be sent to collections.

### **WARRANTY POLICY**

**Defective Products—Installed:** All products sold or installed by LWP&H are backed by the manufacturer's warranty. The labor to repair or replace a defective product within the specified warranty period will be furnished by LWP&H at no charge during the standard warranty period. Outside of the standard warranty period standard service rates will apply.

**Defective Installation:** Installation related problems will be fully covered by LWP&H for a period of 1 year following the installation date and pro-rated thereafter in accordance to the following chart:

<u>Period</u>	<u>Amount Covered</u>
Year 1	100%
Year 2	50%
Year 3	25%
Year 4	0%

### **ESTIMATES**

**On Site:** A \$25 estimate fee plus non-refundable fuel surcharge for all on-site estimates will be due in advance or at the time of service. This \$25 fee will be subtracted from the final bill if you choose to proceed with LWP&H for the estimated work.

**In Store:** A \$25 estimate fee applies to all items brought to us for evaluation. This fee will be subtracted from the final bill if you choose to proceed with LWP&H for the estimated work.

### **Water Testing**

All first time water tests will be subject to a one-time \$10 set up fee. From this point forward water testing will be a complimentary service.

### **RETURNS**

- Special order parts, materials and appliances are not eligible for return unless specified ahead of time by LWP&H
- All returned materials are subject to a 25% restocking fee
- Damaged or used items may not be eligible for return