

# PROSAFE®

## Safety Cover Repair/Replace Program

ProSafe's NEW Cover-Works Safety Cover Repair and Replacement program makes it really easy to get your cover serviced.

- ProSafe will provide a box to return your cover for repair or replacement at no charge.
- ProSafe will provide all necessary shipping labels to return the cover freight pre-paid.

\*This program applies to residential size covers only. Box size is 24 in. x 24 in. x 42 in. and will ship up to a 22 ft x 42 ft cover.

### **REPAIR AND REPLACEMENT PROCESS:**

#### **REQUEST RETURN AUTHORIZATION NUMBER, BOX AND SHIPPING LABEL:**

- All covers require a "Return Authorization" number (RA). If you have multiple covers to return, each cover will need its own individual RA #.
- Simply fax or email the completed "Safety Cover RA Form" or call ProSafe's Customer Care Team at 609-212-0221 to request an RA #.
- ProSafe will ship a return box with pre-printed return label at no charge within 24 hours of request.

#### **RETURNING THE COVER IN THE BOX PROVIDED BY PROSAFE:**

1. Remove all cover hardware before shipping cover. A \$150.00 removal fee will be applied to any cover returned with hardware attached. Clean cover of all debris and let dry before packing in box.
2. Include the RA Card with the Cover. \*If the cover is being repaired, please mark all areas of cover that need repairing. Mark your cover with marker supplied (chalk tends to rub off when cover is folded and marks are thus lost.)
3. Place cover in the 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 the top of the 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 ProSafe.

IMPORTANT - Do not return "Bungee" type covers. Bungee covers will require A-B measurements and new anchors will need to be installed.

#### **COVER REPAIR:**

- The cover will be inspected and a quote for repairs provided.
- Once an order for repairs is received, ProSafe will make the repairs and return the repaired cover to you.
- If required repairs are extensive, ProSafe will provide a quote for a new cover.

#### **COVER REPLACEMENT:**

- To ensure the most accurate fit, return original cover if available. ProSafe will use the original cover to create the manufacturing specifications for the new cover.
- ProSafe will provide a quote for the new cover.
- Once we receive an order for the new cover, ProSafe will manufacture the replacement cover and ship it within 72 hours.
- All template covers will be discarded at no charge once new cover is manufactured and shipped. If you require the original cover to be returned, please write that instruction on the "Safety Cover RA Form" or advise the Customer Service Representative when requesting your RA. A standard freight charge will be applied for returning the old cover.

#### **ADDITIONAL INFORMATION:**

- Any cover that is to be sent back without being repaired or replaced, will incur an inspection fee and shipping charge of \$170.
- Any product shipped to WaterWarden collect or without RA # will be refused and returned to the shipper.

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## Safety Cover RA Form

Please provide the following information for existing (old) cover being returned.

### STEP 1: SHIP BOX AND SHIPPING LABEL FOR RA COVER TO:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### STEP 2: DEALER CONTACT INFORMATION:

Distributor Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

### STEP 3: TYPE OF WORK TO BE PERFORMED:

☐ Repair      ☐ Template Remake      ☐ Other (Please explain): \_\_\_\_\_

\_\_\_\_\_

### STEP 4: INFORMATION ABOUT EXISTING (OLD) COVER BEING RETURNED:

Cover Size: \_\_\_\_\_ Cover Shape: \_\_\_\_\_ Cover Color: \_\_\_\_\_

Material Type: ☐ Mesh      ☐ Solid

### STEP 5: IF RETURNING AN EXISTING COVER FOR REPLACEMENT, PLEASE INDICATE WHAT TO DO WITH THE OLD COVER ONCE THE NEW COVER IS MANUFACTURED.

☐ Dispose      ☐ Return with new cover (standard shipping charges will apply)

STEP 6: FAX SAFETY COVER RA FORM TO 954-678-1043 OR EMAIL TO [INFO@PROSAFECOVERS.COM](mailto:INFO@PROSAFECOVERS.COM)