

CoverPro Policies and Pricing 2021-2022

Thank you for choosing CoverPro,

Please take a moment to acknowledge our important policies. If you are out of pool side labor warranty, the Site Visit Fee (which includes first hour of labor) is **\$185**. If further repairs are needed within 30 days of our initial visit which we consider a Call Back, you will not be charged a site fee for the first hour. Any additional labor will be **\$185** each hour (in half hour increments), plus any additional parts if needed. For more details and helpful information and in case of a power outage or emergency situation please visit our website www.coverprocalifornia.com

Stone Policy

CoverPro strongly recommends that you have the stones over the cover vault removed prior to our arrival. If CoverPro needs to remove said lids, we do not assume any liability if the stones are chipped, cracked or damaged in any way. If a second technician is required to help in the removal, you will be billed for that technician (\$185 per hour) for the entirety of the service. Please note there are some stones that are simply too big for 2 techs to remove. Those stones **MUST** be removed prior to our arrival. Please confirm via written or orally, acknowledging this clause

Credit Card Policy

We would like to inform you that we do require a Credit Card prior to submission of a service order. (As February of 2006) The card number will be on file for payment IF there is a bill generated. We will mail or email you a detailed invoice, outlining the service we performed and you may choose to pay with a check, cash or credit card; Visa, MasterCard, and American Express.

****Please note: If the balance is not paid, the credit card will be charged after 30 days for service and 14 days for Replacement Cover Installations. Returned checks as well as accounts sent to collections are subject to a \$20.00 fee, chargebacks are subject to a \$35.00 fee.***

Labor Warranties

Service labor is guaranteed for 30 days. Replacement Cover installation labor is guaranteed for 90 days. Complete system installation pool side labor is guaranteed for 1 year.

Marx Enterprises Inc. DBA CoverPro

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