

90-Day Service Program – AGP & Accessories Only

Above Ground Pool and Pool Accessories have a 90-Day Service Program if purchased from a retailer such as Kmart, Sears, etc. Intex will replace the product if it has a manufacturing defect in material or workmanship and all claim guidelines are met. If customer is within 15 days from the original date of purchase, Intex will replace the liner with no cut-outs required. Consumers' are required to complete the Claim Form and either fax, upload, or mail a copy of the dated sales receipt by the 15th day from the date of purchase, or **no later** than after 3 days from when the claim was initiated. If after the 15 days from the date on the receipt, the consumer is then required to return the completed Claim Form, a copy of the receipt (NOT the original), the specified cut-outs, and a note explaining the problem. It must be postmarked no later than the 90th day from the date of original purchase. It is recommended that the Consumer return the parts using a traceable shipping method such as UPS. Intex is not responsible for items lost in transit. All requested parts must be returned within the claim guidelines or the claim will be void. It is the consumer's responsibility to notify Intex within 7 business days of receiving a defective or incorrect replacement by calling (800) 234-6839.