



BESTWAY® Manufacturer's Warranty

Bestway offers after-sales service to its customers following European Directive 1999/44/EC and the national legislation.

The categories covered by Customer Service are: above ground pools, spas, professional boats, filter pumps, sand filters and electrical items.

To receive information on our products or submit a warranty claim, please visit <https://www.bestwaycorp.com/support/index> and fill in all required data. Or contact your local Customer Service Center <https://www.bestwaycorp.com/support>.

Please prepare the following documents in advance in order to make your request easier and faster to be solved:

- Ticket receipt
- Picture of the defect
- Batch number

IMPORTANT:

Bestway repairs or replaces **ONLY THE DAMAGED PART, NOT THE COMPLETE SET.**

Bestway reserves the right to require sending the item for additional testing.

In order to best assist you, we request all information you provide to be complete.

Bestway is solely responsible for everything provided by applicable law and by contractual commitments (example: art. 3,4,5 directive 1999/44/EC).

Bestway, according to article 2 of the directive, will not replace any product deemed to have been damaged due to negligence or used outside of the owner's manual guidelines.

Bestway®'s warranty covers manufacturing defects discovered while unpacking the product or during use, within the limits of use and respectful of warnings and instructions given within the user's manual. This warranty applies only to products which have not been modified by any third parties. The product must be stored and handled in accordance with the technical recommendations.

FOR FAQ, MANUALS, VIDEOS OR SPARE PARTS, PLEASE VISIT OUR SUPPORT PAGE: www.bestwaycorp.com/support.

VIDEOS ARE ALSO AVAILABLE ON OUR BESTWAY CHANNEL ON YOUTUBE: www.youtube.com/user/BestwayService.



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