

# WARRANTY CLAIM FORM

If you believe your customer may have a valid warranty claim, please have them supply the following details, and forward to ABGAL (email to [us@abgal.com.au](mailto:us@abgal.com.au)). We will endeavour to respond to all claims within 3 working days. Please do not dispose of the item in question, as we may require it to be returned.

## PART A

CUSTOMER NAME: *(End user)* \_\_\_\_\_

DAYTIME PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PRODUCT CODE: \_\_\_\_\_  
*(If not known please give size and description)*

APPROX DATE OF PURCHASE: \_\_\_\_\_

DESCRIPTION OF DAMAGE/PROBLEM: \_\_\_\_\_

\_\_\_\_\_

WAS THE WARRANTY REGISTERED? NO  YES

WARRANTY NUMBER: \_\_\_\_\_

PLACE OF PURCHASE: \_\_\_\_\_

INVOICE NUMBER/ PURCHASE ORDER NUMBER (Or proof of purchase): \_\_\_\_\_

WAS ITEM PROFESSIONALLY INSTALLED? NO  YES

If yes, please specify who by: \_\_\_\_\_

## PART B: (PHOTOGRAPHIC EVIDENCE):

Good quality photographs which clearly show the problem make it easier for us to assess claims. Please ensure that images are in focus, and of a large enough size for us to be able to see details. Jpg, png or pdf are preferred formats. Maximum email size is 10 meg.

For a Pool Cover:

1. Image of cover on pool - one shot of the whole pool, showing both ends.
2. Fold half the cover onto itself - one shot of underside of cover
3. Close up images of bubble sections showing damage
4. Pool water balance readings (if available).

For a Liner:

1. Image of whole pool
2. Image showing close up of damage.

Please send images and this completed form to [us@abgal.com.au](mailto:us@abgal.com.au)

**\*\* DO NOT DISPOSE OF DAMAGED ITEM \*\***



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PO Box 1566 Browns Plains Business Centre Qld 4118 | [www.abgal.com.au](http://www.abgal.com.au)  
Australia's largest manufacturer of premium liners & covers... Since 1976!