

The Cover Doctors are In Check up time is now!



A Latham Pool Company

The Cover Doctors® Program

GLI Pool Products' prides itself on always offering the best service to our customers. With our Cover Doctors Safety Cover Replacement program we have made it even easier to return a cover.

- GLI will provide a box to return your cover for template replacement at no charge.
- GLI will provide all necessary shipping labels to return the cover freight pre-paid.
- As always, we offer the fastest turnaround times in the industry and we offer this great service year-round – with no inconvenient deadlines.
- If cover does not fit in RA box, do not alter box. Customer will be responsible for oversize charges if box is altered.

*This program applies to residential size covers only. Box size is 24" x 24" x 42" and will hold up to approximately a 22' x 42' cover size. For larger or commercial size covers, please contact GLI Customer Service at 1-800-448-2343.

Template for new cover

- To ensure the most accurate fit, return original cover if available. GLI will use the original cover to create the manufacturing specifications for the new cover. Please note the following:
 - Old covers can shrink or stretch over time. GLI will take this into consideration when measuring your template to ensure the most accurate match, however, we cannot guarantee a 100% match on all straps. You may have to drill several new anchor locations (app. 10%). For best results, please provide overall length and width of actual pool on the RA form.
 - Not all manufacturers use the same attachment hardware and gap fillers. All new replacement covers produced by GLI will be manufactured to the current GLI specifications, using GLI attachment hardware and gap fillers.
- GLI will provide a quote for the new cover.
- Once we receive a clean PO for the new cover, GLI will manufacture and ship the new cover. Standard freight rates apply.
- Disposal of template is no charge (at GLI's discretion) . If you prefer to have your original cover returned, please request so on the "Safety Cover RA Form" Note: there is an \$80 shipping charge applied to all returned templates. If you require original cover to be returned, please request cover to be returned on the "Safety Cover RA Form".
- Cover will be disposed after 30 days if no direction is provided.

Replacement process

Request Return Authorization number and box:

- All covers require a "Return Authorization" number (RA). If you have multiple covers to return, each cover will need its own individual RA number.
- Simply log-on to GLI's MyGLI Web Portal and complete a request for a Cover Doctors RA Box or fax/email the completed "Safety Cover RA Form" on the backside of this form or call GLI's Customer Service Team to request an RA number.
- GLI will ship a return box with pre-printed return label at no charge within 24 hours of request.

Returning the cover in box provided

1. Remove all hardware before shipping cover to GLI. A \$100.00 removal fee will be applied to any cover returned with hardware attached. Clean cover of all debris and let air dry before packing in box.
2. Attach RA Card to a Strap on the Cover.
3. Place cover in 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 designated area on shipping box.
5. Affix RETURN AUTHORIZATION (RA) LABEL to designated area on 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 GLI.

IMPORTANT: Do not return "Bungee" type covers. We cannot match strap locations or do repairs on "Bungee" type covers. Bungee covers will require A-B measurements and new anchors will need to be installed.

Additional information

- Any cover sent back that is not replaced will incur a \$150.00 assessment fee plus shipping.
- Any product shipped to GLI collect or without an RA# will be refused and returned to shipper.

Cover Doctors® Safety Cover RA Form

Please visit the MyGLI Web Portal and complete a request for a Cover Doctors RA Box or fill out the following information for existing (old) cover being returned.

Step 1: Ship box for RA cover

Name:

Address:

Phone:

City:

State:

Zip:

Step 2: distributor and dealer contact information

Distributor Name / Location:

Distributor Contact:

Email:

Phone:

Dealer Name:

Dealer Address:

City:

State:

Zip:

Dealer Email:

Phone:

Fax:

Consumer Tag Name:

Step 3: Type of work to be performed

☐ Template Remake

☐ Other (Please explain)

Note: If GLI manufactured this cover previously and you have the original PO#, SO# or Serial #, please contact our customer service department with this information. It is not necessary to return the old cover if you can provide the original cover identification.

Step 4: Pool size

Overall pool length (at longest point):

Overall pool width (at widest point):

Pool Shape:

Note: Old covers can shrink or stretch over time. It is very important to provide overall length and width of pool to help us determine shrink factor of your old cover. Failure to provide this information may result in a data hold.

Step 5: Information about existing (old) cover being returned

Color

Material Type:

☐ Mesh

☐ Solid

Step 6: Please indicate what to do with the old cover once the new cover is manufactured

☐ Discard original cover = no charge

☐ Ship original cover back at GLI's discretion = \$80

Step 7: Fax Safety Cover RA form to 330-744-1228 or email to RA@glipoolproducts.com



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glipoolproducts.com | 800-448-2343