

Electrical Parts Policy

There is **NO RETURN** on electrical parts sold over the counter. There is, however, a *limited warranty* for over-the-counter electrical parts, **AS LONG AS IT IS CLEAR THERE WAS NO ERROR BY THE INSTALLER**. In many cases, absence of installer error simply cannot be shown, **OR** there may be service and/or shipping and handling charges to determine whether the part is in fact covered under warranty. For this reason, we recommend electrical repairs be performed by certified technicians in our service department, where those repairs will be fully warranted.

Special Order Policies

All special orders must be prepaid and are subject to a 50% restocking fee plus freight. Only you are responsible for determining if the item on your invoice is what you need.

Please take the time to insure accuracy.

Normal special order small items shipped UPS ground will include a shipping and handling fee of 5% of the invoice with a:

\$5.00 Minimum

\$25.00 Maximum

Some vendors also charge a special order fee (e.g. Honda \$10) and have a minimum order charge.

Additional charges will apply for emergency orders and special freight designations as they are passed on from the suppliers.

Special Orders

All special orders will be charged for shipping and handling.

---Extra for Over Night---

Returns are subject to a 50% restocking fee plus freight.

Rush-Order Policy

For overnight and second day special orders, the customer assumes the risk for the expense of shipping and handling in the event that the vendor or manufacturer does not supply the correct part.

Although this instance rarely occurs, Water World cannot be responsible for any refund or additional rush-order charges if for some reason the part is not correct.