

LIFETIME CUSTOMER SATISFACTION GUARANTEE

TERMS AND CONDITIONS:

1. **Follow the Installation Instructions and the Factor Sheet - this guarantee is based upon your reading and following these directions and facts.** Our technicians are available to assist you with answering any questions you have regarding any of this information. **Our free help line is available Mon. through Fri. 8:00 to 5:00 CST at(1-800-882-5327).**
2. **To validate your purchase and guarantee** for the PF and PL Series Filters, **complete the Registration Card** and return it to **PONDFILTRATION, INC.** within 14 days of purchase.
3. **This guarantee, is based upon the above conditions, and guarantees that if these directions are followed, your pond will have .No More Green Water.tn.**
4. **Your pond will clear within a four to six week period if the installation has been done correctly.** The filter media requires this period of time to be biologically activated. Test your pond twice a week for the first 4 to 6 weeks and record the date and results.
5. **If after this period of time** (four to six weeks) you should experience any difficulties with your pond not clearing, please **contact our help line immediately.** Talk with a technician giving him the testing results you have taken, your pond size, the make and GPH of the pump you are using and the tubing size. The technician will need these questions answered to be able to help correct any possible problems with the installation.
6. **If after speaking with a technician, you need to make some corrections or impliment a "solution", the pond may take an additional four to six weeks to clear.** This time is necessary to give the filter the opportunity to be effective using the corrected measures.
7. **If after speaking to one of our technicians, and after following our guidelines and specifications for a 12 week period,** you are still dissatisfied with the performance of the PF or PL Series Filters you may return the filter to PONDfiltration, Inc. **Product must be shipped freight prepaid.** The technician will give you his/her name and an authorization number. **Return the filter with the authorization number, proof of purchase or receipt (showing amount paid).** Your refund will be for PFI, INC. suggested retail price of the filter, excluding any costs for ancillary items, local tax, installation, or carriage.
8. **To renew your LIFETIME GUARANTEE** from year-to-year simply purchase **a PONDFILTRATION, INC. replacement filter media bag once every 12 months, complete the Registration Card** included with your element, and mail to **PONDFILTRATION, INC.** Use of any other filter media or failure to mail in your replacement element Registration Card, will void your guarantee 12 months after the initial purchase.

Limited Warranty

REPLACEMENT: *All components are warranted to the user against defective materials and workmanship. Under normal use by the initial owner for the life of the product.*

APPLICATION: *This warranty covers only properly installed and maintained units. The warranty is limited to water (H2O) applications at normal temperatures and recommended pressures. Other liquid applications and extreme temperature uses must be approved in advance in writing by PONDFILTRATION, INC.*

FREIGHT: *Initial owners return products to PONDFILTRATION, INC. Return product and proof of purchase must be forwarded freight prepaid to our warehouse.*

DISPOSITION: *PONDFILTRATION, INC. will make good-faith effort for prompt disposition regarding any item in warranty which proves to be defective. If products were damaged in shipping, please file a claim with the carrier and notify PONDFILTRATION, INC. to call back the product and repair or replace it.*

DISCLAIMER: *Any oral statements about the product made by the seller, the manufacturer, the resenatives or any other parties, do not constitute warranties, shall not be relied upon by the user, and are not part of the contract for sale. Seller's and manufacturer's*

only obligation, and buyers only remedy, shall be here placement and/or repair by the manufacturer of the product as described above. Neither the seller nor the manufacturer shall be liable for any injury, loss or damage, direct, incidental or consequential (including, but not limited to, incidental or consequential damages for lost profits, lost sales, injury or inability to use the product, and the user agrees that no other remedy is available. Before using, the user shall determine the suitability of the product for their intended use, and the user assumes all risk and liability whatsoever in connection therewith. The other warranty or warranty or remedy, expressed or implied, which other warranties and remedies are hereby expressly excluded, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose. This warranty gives you specific legal rights. You also have implied warranty rights. In the event of a problem with warranty service or performance, you may be able to go to a small claims court, a state court or a federal district court.