

# Leisure World Pool & Hearth, Inc.

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Vinyl Liners Accessories Filters Chemicals SERVICE Wood – Gas – Pellet Fireplaces Inserts Stoves

## LEISURE WORLD POOL AND HEARTH COMPANY POLICIES

### SERVICE RATES:

- GENERAL SERVICE WORK Service Rates: \$50/hr. in-store; \$100/hr. on-site. Larger jobs and installations by estimate only.
  - POOL SEASON OPEN/CLOSE: (Chemical Customers qualify for \$25.00 reduction)
    - In-ground: Openings and Closings - \$225 for Non Chemical Customer
    - Above Ground: Opening and Closings - \$200 for Non Chemical Customer
  - HEARTH SEASON CLEANING: (Unit purchased at LWPH qualifies for \$25.00 reduction)
    - Gas Appliance cleaning - \$125
    - Wood Appliance cleaning - \$150
    - Pellet Appliance cleaning - \$175/hr.

### TRIP CHARGE AND FREIGHT:

- All on-site services will incur a trip charge to cover time and expenses with getting to the job site.
  - In general charges are: \$10 inside of the 435 loop, \$20 outside of the 435 loop
  - Jobs outside of @ 25 miles will incur a calculated cost based on mileage and time
- Freight charges will apply and be passed along to any item brought in for sale or installation

### WARRANTY POLICY:

- **Defective Products Installed:** All products sold by Leisure World are backed by the manufacturer's warranty. The labor to repair or replace defective product will be furnished by Leisure World per manufacturer's labor warranty period. Outside of the standard warranty period, Leisure World will offer at its discretion a 40% discount off retail prices and labor rates.
- **Defective Installation:** Installation related problems will be fully covered by Leisure World for 1 year following the installation date and pro-rated thereafter in accordance to the following:
  - **Year 1 – 100%, Year 2 – 50%, Year 3 – 25%, Year 4 – 0%**

### INTERNET SERVICE WORK AND INSTALLATION:

- Leisure World will entertain the installation of product purchased on-line but reserves the right to choose on a case by case basis. Installation of these products is subject to the following criteria:
  - Service installation rate: \$150/hr. + trip charge + additional materials
  - We require pictures of the new equipment as well as pictures of the installation site
  - Installation warranty period is as outlined in our policy above.
  - Product warranty will not be handled through Leisure World and will be the responsibility of the homeowner. Labor to provide service for warranty product will be \$150/hr.

### WATER TESTING:

- The cost to Leisure World for running each individual water test is @\$2.00. We are happy to provide that service free of charge to our loyal customers, but feel obligated to pass that cost on to customers who try and get free advice from our knowledgeable staff.
- For customers who are regularly purchasing (\$150.00 worth) their sanitizing chemicals from Leisure World (chlorine(s), baquacil, or salt) all water tests will be free of charge. For customers wishing to utilize this service without regularly purchasing these sanitizing chemicals, a \$2.00 per test fee will apply.

#### ESTIMATES/EVALUATIONS:

- On-site estimate will be free of charge once the customer is properly price qualified. In certain circumstances where a customer may live outside of the normal service area, an estimate fee may apply. This estimate fee would then be applied to any resulting work.
- In-store service evaluations will cost \$50.00 for all pool and hearth equipment brought in for evaluation. This fee will then be applied to any resulting work if you choose to move forward with the repair or replacement.

#### COLLECTION POLICIES:

- A form of payment (such as a credit card number) must be provided in advance for work to be scheduled. If a customer does not wish to provide this information and cannot be home to pay upon completion we ask that the known amount of the bill (labor) be paid in advance. (Example: if we are performing a pool opening for \$200 plus an unknown amount of materials used to complete the job we must collect \$200 in advance and then we will send a bill for the additional balance). Or, if a customer can be home at the time the work is completed, they can pay our service technicians directly.
- Larger jobs planned in advance that involve specially ordered product will require a 50% deposit.
- Provided a form of payment has been received, a service customer who is not home will be billed for the work performed and be granted NET 30 terms.
- All payments are due within 30 days of the invoice date. If after 30 days Leisure World has not received payment for work successfully completed, an attempt at communication will occur asking for payment. If any account is found in arrears an 18% APR penalty will be added until the payment has been received in full. If the collection process has not been completed after 90 days, the balance will be sent to a collection agency.

#### RETURNS:

- Special order parts, materials and appliances are not eligible for return unless specified ahead of time by an authorized Leisure World employee.
- All returned materials are subject to a 25% restocking fee after inspection.
- Damaged or used items may not be eligible for return.