

Hygienic Pools, Pool Filter Service Terms and Conditions

By requesting our services you agree to the following terms and conditions.

1. **Scheduling-** We reserve the right to schedule your filter clean based on our availability. While we make every effort to alert the customer of the date we will perform said service, we will not be held accountable for situations that prevent us from performing those services on that date. If a rescheduling is required, we will make our best effort to alert the customer of a date change but we do not guarantee this will happen.
2. **Handling of Damaged Equipment-** It's common for pool filters to be damaged upon inspection, especially if they're more than a few years old. Hygienic Pools will not be held liable for damaged equipment. Furthermore, we follow a simple policy for handling damaged equipment. When we find a part damaged, we replace it with a new product and the customer agrees to pay for that replacement product. If we find damaged DE filter grids or damaged/worn out cartridge filters, our policy is to replace the full set if half or more are damaged. Failure to do so creates a weak link in the filter system that becomes a common fail point.
3. **Payment-** Customer agrees to pay the full invoice (Parts and Labor) for work performed and parts installed within 10 days or sooner of receiving the invoice. Failure to do so will result in late fees of \$5/day and eventually if not paid we will be forced to put a construction lien on your home. Customer agrees to receive this invoice via the email address provided by the customer.

Cost of commonly replaced equipment can be found at this URL:

<https://www.hygienicpools.com/filter-cleans/>