

# Ordering Guide

All sales made by Zodiac Pool Systems, Inc. ("Zodiac") are subject to our Terms and Conditions of Sale, which are published at the end of this product catalog and on the reverse of Zodiac invoices, or can be requested by contacting Customer Support. The following is only a summary of Zodiac's Terms and Conditions of Sale and should in no way be considered a waiver of any portion of Zodiac's Terms and Conditions of Sale.

Please submit your purchase orders to our Customer Support department using any of the following delivery methods:

- Electronic data interchange (EDI): Please call Customer Support at 800-822-7933 for setup information.
- Email: distributor.vista@zmp-zodiac.com.
- Fax: 877-327-1403.

Always include complete part numbers, descriptions and prices. Urgent orders must be clearly marked as such.

- Change requests must be submitted in writing via email or fax, and must reference the original purchase order number. Changes cannot be accepted once any part of an order has shipped.
- Prices, discounts, quotations and specifications are subject to change without notice and will be applied as in effect at time of shipment. All prices are in U.S. dollars. COD orders will not be accepted.
- Any federal, sales, excise or similar tax for which Zodiac may be liable on any sale will be charged to and paid by the Purchaser. Resellers are responsible for furnishing resale certificates prior to purchase.
- A \$10 surcharge will be added to any order under \$50. Free freight is offered for orders of \$20,000 or more, all products combined. Replacement parts orders of \$5,000 or more, and qualifying Zodiac Premium™ Bulk Parts orders, will also ship prepaid. Orders qualifying for free freight will be shipped to a single location only. Liftgate charges will be assessed when a liftgate is required to deliver an order that does not qualify for free freight.
- All sales are F.O.B. Zodiac's shipping point. We will make reasonable attempts to fulfill your routing and carrier requests, but both are subject to our discretion. We will not drop ship to residential addresses.
- Minimum order quantities per product are published in our Price list (for example, cleaners must be ordered in half pallet quantities).
- **Our order entry system will automatically send your order and shipping acknowledgements via email.** To start receiving these acknowledgements, please send an email to distributor.vista@zmp-zodiac.com with a subject line of "acknowledgements". Please provide complete account information in the body of your message, including all of the email addresses to which the acknowledgements should be sent.
- **You may check on the status of your orders on our Portal.** To request access to the Portal, please send an email to distributor.vista@zmp-zodiac.com with a subject line of "Portal". Please provide complete account information in the body of your message, including the name and email address of one (1) purchasing contact and one (1) accounts payable contact per bill-to location. You will then be contacted with login and usage instructions.
- Upon receipt, all shipments must be inspected for shortages and damages of any kind. If your carrier executed the shipment, you must file shortage and/or damage claims directly with that carrier, and place a new order with Zodiac. If Zodiac selected the carrier, shortages or damages must be noted on the freight bill and reported to Customer Support within five (5) days of receipt by faxing 877-327-1403, or by e-mailing distributor.vista@zmp-zodiac.com with a subject line of "credit request". If these issues are not reported to Zodiac within five (5) days, the products/shipment shall be deemed accepted by you, and any reports of shortages or damages reasonably determinable by inspection will not be accepted at a later date. Claims will not be accepted if products have been transferred by the original recipient to another branch or location.
- All new customers are required to complete a Zodiac credit application and receive credit approval prior to shipment. Standard payment terms are net 30.
- All product returns must be approved in advance by Zodiac. RMAs requested in excess of one year from original Purchase Order date will not be accepted. For additional information, and to submit a return material authorization (RMA) request, visit [www.clubp.info/rma](http://www.clubp.info/rma) (the request forms are for use by distributors only). You must receive a Zodiac RMA number prior to shipping returned goods. Returned goods must be packaged securely in original packaging or a reasonable substitute. The RMA number must be clearly written on the outside of the packaging. Collect shipments, and shipments without a clearly identifiable RMA number, will be refused. Freight must be prepaid. Returned goods damaged due to inadequate return packaging may not receive full credit. If accepted, returned goods are subject to a 20% restocking charge. (Please ensure that the returned goods are shipped to the location indicated on the RMA form).
- To order parts for warranty repairs, the servicer must provide our Technical Support department with the following information to the designated Regional Support team via email or fax. (with a subject line of "warranty parts order"), or call 800-822-7933:
  - Servicer's name, company, phone number, email address, ship-to address and desired shipping speed.
  - Pool owner's name, address, phone number and email address.
  - Date of retail purchase (the pool owner may be required to provide proof of retail purchase).
  - The name and address of the original dealer.
  - Model number and serial number of the original product.
  - A detailed description of product failure and service attempted.
  - Part number and description of the item needed to make the repair.

Zodiac contract service companies (CSCs) are required to submit warranty claims, including parts replenishment requests, using our ServicePower system.