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# POOL BLANKET WARRANTY REQUEST FORM

To have your warranty claim assessed, kindly provide the requested information below. Please send the completed form, along with proof of purchase, warranty documentation, and relevant photographs to:

[sales@sunloverheating.com.au](mailto:sales@sunloverheating.com.au)

## CUSTOMER INFORMATION

Customer Name \_\_\_\_\_

Customer Address \_\_\_\_\_

Customer Phone Number \_\_\_\_\_

Customer Email Address \_\_\_\_\_

## PRODUCT INFORMATION

Date of Claim \_\_\_\_\_

Purchase / Installation Date \_\_\_\_\_

Blanket Colour

Clear

Reef Blue

Deep Ocean Blue

Blanket Size

m

x

m

=

sqm

Was this purchase via a Builder / Pool Installer

Yes

No

Builder / Pool Installer Name \_\_\_\_\_

**Description of Fault:** \_\_\_\_\_

## RETURNS CHECKLIST

The following information is **required** to be sent along with this form to process your Warranty claim:

- **Copy of original Pro-Rata Warranty showing Batch Number.**
- **Copy of original invoice or receipt.**
- **Photographs of faulty product, including pool area.**
- Water testing results may be requested.
- 2 x A4 Sheets of blanket area may be requested (best and worst areas of material).
- Blanket MAY need to be returned to Sunlover Warehouse; this would be at the responsibility of the Homeowner.

## TERMS AND CONDITIONS

- All Shipping and Handling costs are the responsibility of the customer.
- All Blanket Warranties are to follow the pro rata calculation and any replacement costs are the responsibility of the customer.
- Please refer to the Pool Blanket Pro Rata Warranty document for more details, terms, and conditions.

I have read and agree to these terms \_\_\_\_\_

(Please sign here)

## OFFICE USE ONLY

L \_\_\_\_\_ X \_\_\_\_\_ W \_\_\_\_\_ = \_\_\_\_\_ m<sup>2</sup> x \$ \_\_\_\_\_ \$m<sup>2</sup> = Total \$ \_\_\_\_\_  
Current Cost of material NOT original purchase price

Divided by 60 Warranty months = Cost \$ \_\_\_\_\_ per month x \_\_\_\_\_ months in use

Replacement Cost \$ \_\_\_\_\_ + Freight (if required) \$ \_\_\_\_\_ + Extras (if required) \$ \_\_\_\_\_

Total Due \$ \_\_\_\_\_

