



Warranty Request Form

To fully comply with Aquinium and our manufacturers warranty, we must ask that you fill in this Warranty Request Form before any action can be started. Please ensure you read complete and sign the declaration below.

Once completed please send to sales@aquinium.co.uk or post to:

Aquinium - Warranty, 10 Oakhurst Gardens, Prestwich, Manchester, England, M25 1JQ

Customer Name				
Address	First Line			
	Second Line			
	Town			
	County		Postcode	
Contact Number				
Email Address				
Proof of Purchase (copy of sale receipt)				
Make and Serial Number				
Description of Fault/Issue	Please use the below box to provide a full detailed description of any issues and checks made to ascertain the fault. Please provide photos where possible.			



<p>Further Information is required if professional installation is required/recommended to install equipment. Please complete below where applicable.</p>		
<p>1) <input type="checkbox"/> Electrical equipment - lights, UV, any equipment that requires wiring in. (Does not include any equipment where lead and plug are fitted from purchase) Please give details of the electrical contractor who completed the electrical installation.</p>		
Name		
Contact Information		
2) <input type="checkbox"/> Swimming pool circulation pumps, heat pumps. Please confirm if domestic or commercial.	Domestic	Commercial
<p>Please give details of the pool contractor or electrical contractor who installed the pump.</p>		
Name		
Contact Information		
<p>3) <input type="checkbox"/> Swimming Pool gas boiler Please give details of the pool contractor and gas safe registered engineer who installed the boiler and made gas connection.</p>		
Name		
Contact Information		
Registration Details		
<p>4) <input type="checkbox"/> Swimming pool oil boiler Please give details of the pool contractor and oil registered engineer who installed the boiler and made oil connection.</p>		
Name		
Contact Information		
Registration Details		
<p>5) <input type="checkbox"/> Spa baths/Saunas Please give details of the electrical contractor who completed the installation.</p>		
Name		
Contact Information		
<p>Please tick applicable sanitation method Chlorine <input type="checkbox"/> Bromine <input type="checkbox"/> Salt <input type="checkbox"/> Other <input type="checkbox"/></p>		



The below declaration is to be completed by person(s) or representative of company who purchased the product directly from Aquinium.

I acknowledge that all parts found to be a manufacturing defect will be covered under warranty including labour, parts and re-delivery.

I agree that if the product should be found to be a user error or misuse, I will be liable for costs incurred covering inspection / labour, collection charge, re-delivery, plus any parts needed to repair and any warranty would be void.

I agree that if my product has not been installed according to best codes and practices and in accordance with any manufacturers guidelines, I will be liable for costs incurred covering inspection / labour, collection charge, re-delivery, plus any parts needed to repair and any warranty would be void.

Prior to any non warranty repair being undertaken any repair costs,delivery costs,labour costs must be agreed and fully paid for in advance.

Returns Details

I would like my item to be collected (collection charge may apply) : Yes No

Date I would like my item collected ☐ _____

I will arrange my own transport / postage of my item☐ Yes No

Signed _____

Name _____

Date _____