



Need a copy of your invoice?
 Please call 866-POND-HELP (766-3435)
 or email contactus@thepondguy.com

RETURN FORM		
FIRST NAME	LAST NAME	
ADDRESS		
CITY	STATE	ZIP
EMAIL ADDRESS		DAYTIME PHONE #:
ORDER #:	TPG RETURN #:	SERIAL #:

100% SATISFACTION GUARANTEE!

Our mission is to exceed your expectations. We don't just sell products, we sell solutions. If for any reason you are unhappy with your purchase, simply send the item(s) back to us within 90 days for a full merchandise refund. Please call us at 866-766-3435 for a Return Authorization before returning your items. Visit us online at thepondguy.com/returns for additional details.

WARRANTY COVERAGE

Unless stated otherwise all mechanical products are covered from manufacturer defect for a period of 1 year from date of purchase. The Pond Guy will repair or replace the defective product except in circumstances where the product is required to be submitted to the manufacturer for repair or replacement. You will be responsible for return shipping charges. Customers located outside of the Continental United States will be responsible for all shipping charges. Please call our Customer Care Department at 866-766-3435 for further details on expediting your warranty claim.

INCORRECT ITEMS/DAMAGED ITEMS

In the unlikely event that you receive an incorrect or damaged item in your order, please call our Customer Care Department at 866-766-3435. A Customer Care Representative will assist you in correcting your order issue.

— RETURN PROCESS —

Products may be returned within 90 days of purchase. All returned items must be clean, in original packaging with instructions and all components. Please visit us online for additional details at thepondguy.com/returns. You will be responsible for return shipping charges. Please use the following steps when returning products:

STEP 1 REQUEST A RETURN MERCHANDISE AUTHORIZATION (TPG RETURN #)
 To expedite the return process, please call 866-766-3435 or e-mail this form to contactus@thepondguy.com to request your TPG Return #. Failure to request your TPG Return # may result in delay or dismissal of your return/repair. Please have this number available when making inquiries about your return/repair.

STEP 2 PACKAGE YOUR RETURN ITEMS
 Pack your return items in a box with packaging material that will sufficiently protect the item and its original packaging. If you do not have these materials available, you can take your package to a UPS, FedEx or USPS location and have them pack it for you. Include a copy of this sheet with your contact information completed at the top.

STEP 3 SHIP YOUR RETURN
 You can ship your package back via UPS, FedEx or USPS. Be sure to request a tracking number to ensure package delivery. Return your package to the following address:
 THE POND GUY
 Return #
 161 Peyerk Ct.
 Romeo, MI 48065

STEP 4 CHECK E-MAIL FOR STATUS UPDATES
 Once your package has arrived, please allow 3-5 business days for processing. If your e-mail address is on file, you will receive an e-mail once your return/repair has been processed.