



WATERBOY SPORTS WARRANTY PROGRAM

Effective January 1, 2019, Waterboy Sports warrants the Generation2 Aluminum Wagons and Hand Trucks for 10 YEARS.

Effective January 1, 2018, Waterboy Sports hydration systems are covered by a 2-year warranty, provided that the equipment is used and maintained properly, and

All new Waterboy Sports Power Pacs are enrolled in the Power Pac Quick-Swap Program.

Care and Use Guidelines as well as information on the Power Pac Quick-Swap Program are available on our website, www.waterboysports.com.

Please note that the dispensing of any liquid **other than plain drinking water without strict adherence to rinsing requirements** will void the Pump Warranty.

Waterboy Sports performs pressure tests on all Horizontal Manifolds prior to packaging. These tests ensure that all fittings and caps are properly sealed and leak-free.

Waterboy Sports reserves the right to:

1. Request that you provide the information for a valid credit card. This information will be held in a secure location for no more than 30 days. The purpose of this request is to ensure the return, at our expense, of the defective part(s), should their return be necessary.
2. Require that the defective part(s) be returned to us, using a Return Label we provide with the replacement part(s), within 15 days of outbound shipment.
3. If the defective part(s) is/are not received by us within 25 days (to allow for return transportation) of shipping the replacement, Waterboy Sports will process a charge to credit card on file for the full retail value of the part(s) and freight.
4. Retain the customer's credit card information until the earlier of:
 - a. The receipt of the defective part(s), or
 - b. The posting of the processed credit card charge for non-return of the part(s), at which time the credit card information will be destroyed.

To ensure that you are NOT charged for the replacement part(s), UPON RECEIPT of the Replacement Part(s), return the defective part(s) back to Waterboy Sports using the packaging and Return Label provided with the Replacement Part(s) immediately upon receipt of the Replacement Part(s).



POWER PAC QUICK SWAP WARRANTY PROGRAM

Beginning January 1, 2018 all new Power Model purchases include 2 years' enrollment in the Power Pac Quick-Swap Program (the Program). This program provides for the user to receive a Certified Refurbished Power Pac via 2-day Priority Mail after confirmation that the malfunctioning Power Pac has been accepted for return shipment.

Procedure:

1. User contacts Waterboy Sports Service Technician who will assist the user in trouble-shooting the malfunction. This step is designed to determine if replacement of the Power Pac is necessary, thereby getting the user's system back online as quickly as possible.
 - a. If the malfunction is determined to be repairable by the user, any necessary parts will be shipped via Priority Mail.
 - b. If the Service Technician determines that the Power Pac requires shop service, he/she will initiate the Quick-Swap process:
 - i. WBS emails the user a return label to ship in the malfunctioning Power Pac.
 - ii. Upon notification that the package has been shipped, WBS will ship the user a **Certified Refurbished Power Pac** via USPS Priority Mail Flat Rate.