

Repair & Replacement Program

Doheny's prides itself on always offering the best service to our customers. With our "NEW" Safety Cover Repair and Replacement program we have made it even easier to return a cover.

- Doheny's will provide a box to return your cover for repair or template replacement at no charge.
- Doheny's will provide all necessary shipping labels to return the cover freight pre-paid.
- As always, we offer the fastest turnaround times in the industry and we offer this great service year-round – with no inconvenient deadlines.

*This program applies to residential size covers only. Box size is 24 in. x 24 in. x 42 in. and will hold up to approximately a 22 ft x 42 ft cover size.

REPAIR AND REPLACEMENT PROCESS:

REQUEST RETURN AUTHORIZATION NUMBER & BOX:

- All covers require a "Return Authorization" number (RA). If you have multiple covers to return, each cover will need its own individual RA #.
- Simply fax or email the completed "Safety Cover RA Form" or call Doheny's Customer Care Team to request an RA #.
- Doheny's will ship a return box with pre-printed return label at no charge within 24 hours of request.

RETURNING THE COVER IN BOX PROVIDED BY DOHENY'S:

1. Remove all hardware before shipping cover. A \$166.50 removal fee will be applied to any cover returned with hardware attached. Clean cover of all debris and let air dry before packing in box.
2. Attach RA Card to a Strap on the Cover. *If cover is being repaired, please mark all areas of cover that need repaired. Marking your cover with duct tape or white/yellow grease crayon works best (chalk tends to rub off when cover is folded and marks are thus lost.)
3. Place cover in box and securely tape and/or band box for shipment. Note: Package will be heavy, please ensure box is securely taped and/or banded so it does not open during shipment.
4. Affix SHIPPING LABEL to designated area on shipping box.
5. Affix RETURN AUTHORIZATION (RA) LABEL to designated area on shipping box.
6. Call FedEx at 1-800-463-3339 to schedule a PICK-UP or SHIP with your regularly scheduled FedEx Pick-Up. Freight will automatically be billed to Doheny's.

IMPORTANT - Do not return "Bungee" type covers. We cannot match strap locations or do repairs on "Bungee" type covers. Bungee covers will require A-B measurements and new anchors will need to be installed.

REPAIR COVERS:

- The cover will be inspected and a quote for repairs provided.
- Once an order for repairs is received, Doheny's will have the repairs done and the cover shipped.
- If estimated repair time will be more than 3 hours, Doheny's will provide a quote for a new cover. Once we receive an order for the new cover, Doheny's will have the cover manufactured and shipped within 72 hours.

TEMPLATE FOR NEW COVER:

- To ensure the most accurate fit, return original cover if available. Doheny's will use the original cover to create the manufacturing specifications for the new cover.
- Doheny's will provide a quote for the new cover.
- Once we receive an order for the new cover, Doheny's will have the cover manufactured and shipped within 72 hours.
- All template covers will be discarded at no charge once new cover is manufactured and shipped. If you require the original cover to be returned, please request cover to be returned on the "Safety Cover RA Form" or advise the Customer Service Representative when requesting your RA. A \$80.00 freight charge will be applied for returning old cover.

ADDITIONAL INFORMATION:

- Any cover that is to be sent back without being repaired or rebuilt, will incur an inspection fee and shipping charge of \$377.50. These charges don't apply if you order a replacement cover.
- Disposal of the prior cover will occur automatically after 2 weeks.
- Any product shipped to Doheny's without RA # will be refused and returned to the shipper.