



Seasonal Delivery Schedule and Customer Service Hours

Dear Valued Customers,

At Imperial we are redefining one-source convenience to our Pool Professionals by providing you with unparalleled service and reliability. We are committed to be your most dependable source for all your retail pool and spa needs, ensuring that you get what you need, when you need it! To that end, our Seasonal Delivery Schedule and Hours of Operation are as follows.

Seasonal Delivery Service

Seasonal Delivery Service Begins:

Route Delivery Schedule:

Minimum Order:

Per Stop Charge:

Important Documents - [SELECT LINK TO DOWNLOAD](#)

[Delivery Program Details](#)

[Delivery Route Schedule](#)

[Gotta Haves Request Form](#)

[Delivery Policy & Limitation of Liability](#)

[Pool Kit Pick Up & Delivery Program](#)

[Return Policy](#)

[Return Request Form](#)



Customer Care Hours of Operation*

In Season Hours:

Normal Hours:

*Hours of operations may vary by branch. Please contact your local branch to confirm operation hours.

Customer Care Hotlines

Toll Free:

Local:

Should you have any questions, please feel free to contact one of our Customer Care Representatives or Branch Staff. See attached branch contact information.



IMPERIAL POOLS DISTRIBUTION

Branch Manager:

Regional Sales Director:

Local:	Toll Free:	Fax:
--------	------------	------



SHARONVILLE BRANCH
 Crescent Point Commerce Ctr.
 12090 Best Place, Sharonville, OH 45241
 866-205-2706 or 513-771-1506
 fax 513-771-1507

DELIVERY PROGRAM ROUTES — Sharonville Branch

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Local Pool Kit Deliveries	Route #1 Route #2 Route #3		Local Pool Kit Deliveries Route #3	Route #1 Route #2
		Route #4		
Route #6 EXPRESS		Route #6 EXPRESS		Route #6 EXPRESS

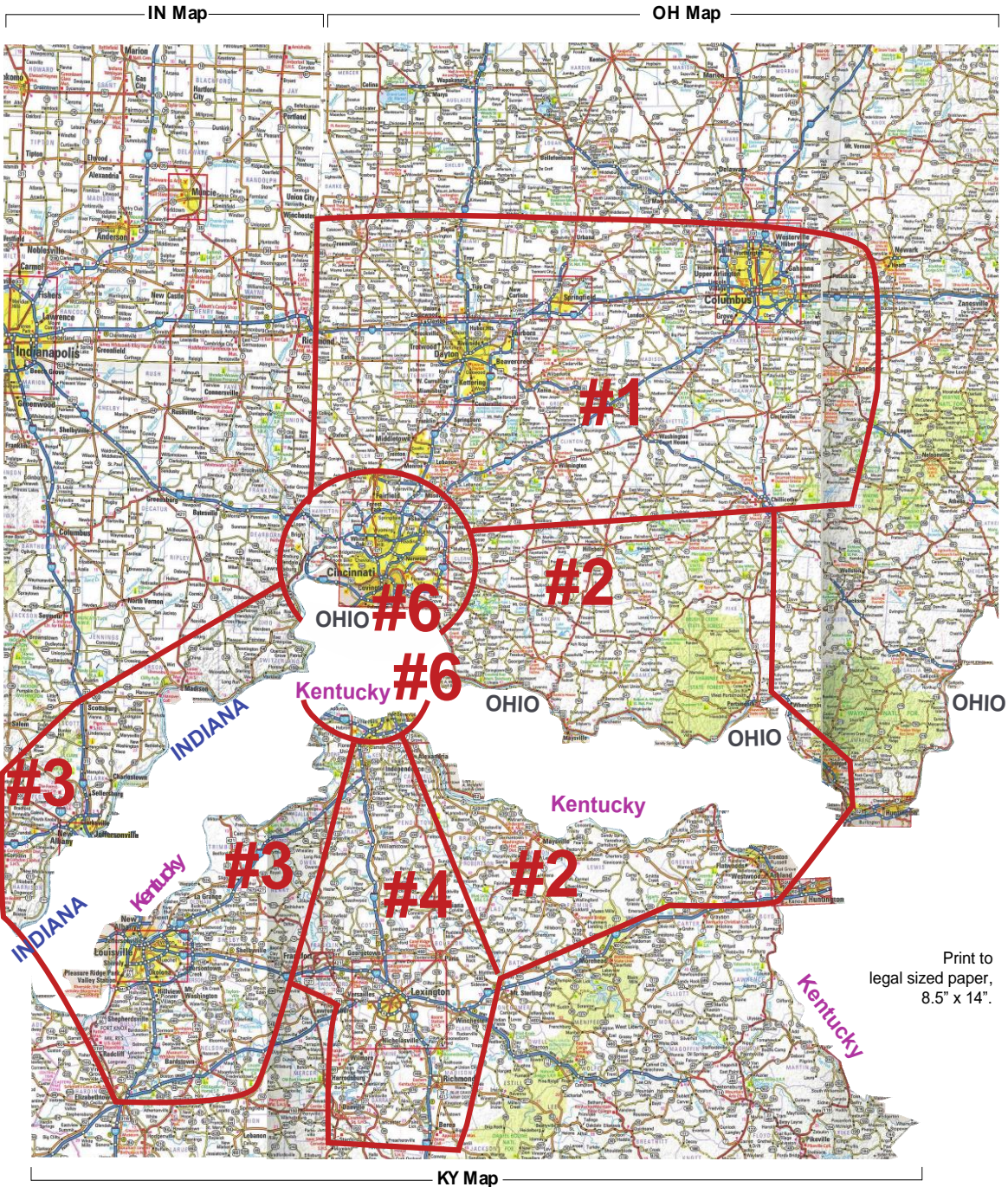
Monday Local Pool Kit Deliveries, Express I-275 Loop

Tuesday OH: Chillicothe, Columbus, Hillsboro, Lancaster; IN: Madison; KY: Ashland, E-Town, Louisville, Lima, Findlay, Dayton, Piqua

Wednesday Express I-275 Loop; KY: Berea, Lexington, London, Williamstown;

Thursday Local Pool Kit Deliveries
IN: Madison; KY: E-Town, Louisville

Friday Express I-275 Loop; OH: Chillicothe, Columbus, Dayton, Hillsboro, Lancaster, Piqua; KY: Ashland, Lima, Findlay



Print to legal sized paper, 8.5" x 14".



Imperial
POOLS INC.
REDEFINING ONE SOURCE

SHARONVILLE BRANCH

Crescent Point Commerce Ctr.
12090 Best Place, Sharonville, OH 45241
866-205-2706 or 513-771-1506
fax 513-771-1507
B2B site www.imperialpoolsb2b.com

DELIVERY PROGRAM DETAILS

Sharonville Branch

- Delivery orders have no minimums.
- A \$17.50 fee will be added to each standard route delivery.
- Bulk items are subject to space availability on truck.
- Standard route deliveries should be placed BEFORE 1:00 pm the day before your scheduled delivery day.** Orders placed after 1:00 pm will be placed on the next scheduled delivery day. **Please place orders on our B2B website at www.imperialpools.com/b2b or fax your order to 513-771-1507.**
- Regular delivery program will start week of April 16th.
- For customers who are not regularly serviced by our delivery trucks, please call our Customer Service Department at **513-771-1506** or **866-205-2706** for a freight quote. Order minimums and freight rates may vary. To receive orders via common carrier the next business day, orders must be placed by 12:00 pm the day before. Orders on hold for any reason are not guaranteed to be shipped for next day delivery.
- Sand, liquid chlorine, acid, slides, vermiculite, premix, and **commodity goods will only be delivered on first come, first serve basis, as we have weight limitations.** You will be notified if there will be a delay with shipping these items.
- Inground pool kits will be scheduled on a first come basis. Please allow time to schedule your orders for timely delivery. A delivery fee is billed based on delivery location. See attachment.
- Imperial truck drivers will not accept any returns without an RGA being **requested prior to delivery day. All RGAs must be requested through the branch office.** See attached Return Policy.
- Any returns on special order items (non-warranty) must be returned to vendor within 30 days of order date. To get back to vendor, freight and stocking fees will be applied. Any stock items returned after 30 days, can be subject to 15% restocking fee.

Thank you for choosing
IMPERIAL POOLS DISTRIBUTION



EXPRESS DELIVERY PROGRAM DETAILS



**Imperial
POOLS INC.**
REDEFINING ONE SOURCE

SHARONVILLE BRANCH

Crescent Point Commerce Ctr.
12090 Best Place, Sharonville, OH 45241
866-205-2706 or 513-771-1506
fax 513-771-1507
B2B site www.imperialpoolsb2b.com

- Delivery orders have no minimums.
- A \$7.00 fee will be added for each Express Delivery.
- Bulk items are subject to space availability on truck.
- Express route deliveries should be placed BEFORE 8:15 am for you to receive that same day.** Orders placed after 8:15 am will be placed on the next scheduled delivery day.
Please place orders on our B2B website at either address: www.imperialpools.com/b2b or fax your order to 513-771-1507.
- Regular delivery program will start week of April 16th.
- Sand, liquid chlorine, acid, slides, vermiculite, premix, and **commodity goods will only be delivered on first come, first serve basis, as we have weight limitations.** You will be notified if there will be a delay with shipping these items.
- Inground pool kits will be scheduled on a first come basis. Please allow time to schedule your orders for timely delivery. A delivery fee is billed based on delivery location. See attachment.
- Imperial truck drivers will not accept any returns without an RGA being **requested prior to delivery day. All RGAs must be requested through the branch office.** See attached Return Policy.
- Any returns on special order items (non-warranty) must be returned to vendor within 30 days of order date. To get back to vendor, freight and stocking fees will be applied. Any stock items returned after 30 days, can be subject to 15% restocking fee.

**Thank you for choosing
IMPERIAL POOLS DISTRIBUTION**



Crescent Point Commerce Center, 12090 Best Place, Sharonville, OH 45241

April, 2018

To Our Valued Customers,

The 2018 season is approaching quickly. We will be starting our seasonal delivery service April 16th. For your easy access to all 2018 Delivery Program details and flyers, click the **DOWNLOADABLE LINK** found in the Delivery Schedule Program notice/eblast.

Should you have any questions or concerns please feel free to contact me, or any Customer Care Representative or Regional Sales Director below. We are looking forward to providing superior and reliable delivery service. Thank you for choosing Imperial Pools!

SHARONVILLE'S IMPORTANT PHONE NUMBERS

Customer Service Toll Free **866-205-2706**

Customer Service Local **513-771-1506**

Fax..... **513-771-1507**

Customer Care Representatives

Contact

Mike Grant, Branch Mgr.

E-mail

mgrant@imperialpools.com

Sharonville Regional Sales Directors

Todd Baumann

cell: 513-678-3601

tbaumann@imperialpools.com

Kyle Gertz

cell: 513-386-4044

kgertz@imperialpools.com

24/7 On-line B2B Ordering

Either website address: www.imperialpoolsb2b.com or www.imperialpools.com/b2b

Sincerely,

Mike Grant

Sharonville Branch Manager



**IMPERIAL DISTRIBUTION
WE DELIVER!!**

PH- 513-771-1506 FX-513-771-1507

TOLL FREE 866-205-2706

EMAIL : mgrant@imperialpools.com

2018 DELIVERY SCHEDULE

<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
LOCAL	Columbus, OH	Williamstown, KY	LOCAL	Columbus, OH
POOL KIT DELIVERY	Lancaster, OH	Lexington, KY	POOL KIT DELIVERY	Lancaster, OH
	Hillsboro, OH	Berea, KY		Hillsboro, OH
	Dayton, OH	London, KY		Dayton, OH
	Findlay, OH			Findlay, OH
	Piqua, OH			Piqua, OH
	Lima, OH			Lima, OH
	Madison, IN		Madison, IN	
	Ashland, KY			Ashland, KY
	Louisville, KY		Louisville, KY	

PLEASE FAX OR EMAIL YOUR ORDER BEFORE 1PM THE DAY BEFORE YOUR SCHEDULED DELIVERY DAY.

**EXPRESS DELIVERY ON MON, WED, AND FRI
FOR THOSE LOCAL DEALERS INSIDE THE I-275 BELT LOOP
FAX OR EMAIL YOUR ORDERS BY 8:15 AM AND WE'LL GET IT TO YOU THAT SAME DAY!**

DELIVERY SERVICE BEGINS MONDAY APRIL 16th , 2018

THANK YOU FOR CHOOSING IMPERIAL DISTRIBUTION!



IMPERIAL POOLS' RETURN POLICY

[EFFECTIVE MARCH 2017]

We will accept returned merchandise only if we have been previously notified, at which time you will receive a R.M.A. Our drivers **WILL NOT** accept any returns without a previously issued R.M.A. This R.M.A. is to be clearly marked on all defective merchandise.

100% REFUND IF NOTIFIED WITHIN 24 HOURS

1. Wrong item shipped by us
2. Shipping damage from our delivery trucks
3. Data entry error

AFTER 24 HOURS UP TO 30 DAYS

(A 15% RESTOCKING FEE WILL BE APPLIED)

1. Ordered wrong item
2. Over purchased
3. Customer cancelled

NO RETURN ALLOWED

1. Custom order items
2. Catalog product not stocked in Latham Branch
3. Special Non-Cataloged products
4. Used or Installed product
5. Any product 30 days after purchase
6. Defective heaters and pool cleaners (must go through vendor directly)
7. Smart Pool products (must go through vendor directly)

All returns must be made on a prepaid basis. If merchandise is returned freight collect, it will be refused and freight costs will be your responsibility.

If an item not manufactured by us has a manufacturer's warranty, then that warranty and no other will apply. The manufacturer's warranty may be limited. If you would like information on the scope of a particular manufacturer's warranty, please speak with an employee of Imperial Pools or call us at **800-444-9977**. We will provide you with information about the manufacturer's warranty so you can decide whether you wish to purchase the item or not. Any item manufactured by others and not covered by a manufacturer's express warranty is warranted by Imperial Pools to be free of defects for 90 days from the date of sale, and Imperial will repair or replace (as it determines) any such defective product. **Imperial Pools shall not be liable for special, incidental, or consequential damages, including loss of profits, for any breach of warranty not manufactured by Imperial Pools.**

STOCK ITEMS MUST BE IN REASONABLE CONDITION, IN ORIGINAL PACKAGING, FREE OF PRICING OR DEALER MARKINGS



Imperial
POOLS INC.
 REDEFINING ONE SOURCE

RETURN REQUEST FORM

FOR IMPERIAL DISTRIBUTION

DEALER: _____

DATE: _____

IMPORTANT
 Need to know

Upon completion you will receive an R.M.A confirmation.

Write R.M.A. number on a piece of tape and place on each package.

****NEED SERIAL NUMBERS FOR PUMPS, MOTORS, & FILTERS****

ITEM #	QTY	ORDER OR INVOICE #	SERIAL #	REASON FOR RETURN*	APPROVED DENIED		REASON IF DENIED

***MUST HAVE SPECIFIC REASON, DEFECTIVE IS NOT A REASON. EXAMPLES OF RETURNS:**

Ordered wrong, customer cancelled, over purchased, data entry error, shipping damage, shipping error, vendor warranty.

APPROVED BY: _____

R.M.A.#: _____



**IMPERIAL POOLS, INC.'S
DELIVERY POLICY AND LIMITATION OF LIABILITY**

Imperial Pools, Inc. agrees as part of its normal delivery policy to deliver pool kits and other products to your customer's curb or driveway. If you will want Imperial Pools to deliver the pool kit and other products to a location on the customer's property, other than the curb or driveway, Imperial Pools will do so **ONLY** if you have signed this form. By signing this form, you agree that Imperial Pools will not be liable for any resulting damage to the customer's lawn or other property caused by delivering the pool kits or other goods onto that property.

In the event of any damage to your customer's lawn or other property, you agree to 1) assume full and complete liability, and 2) to indemnify Imperial Pools against any claims by the homeowner arising from that damage to the lawn or other property. To indicate your acknowledgement, understanding, and agreement of these terms and conditions, please sign, date, and return this form to: *your local Imperial Pools' branch*. Thank you.

AGREEMENT / SIGNATURE:

Sign Your Name Here

Print Your Name Here

Print Your Company Name

Date: _____



“Gotta Haves” Request Form

Dear Customer,

Welcome to another swimming pool season. At Imperial Pools we strive to be your one and only supplier for all your pool and spa needs. We do our best to have all your items in stock, all the time, but sometimes that’s not possible. So, to ensure we will have your “Gotta Have” items all the time, we are asking for your help.

Please list below the items that we “Gotta Have” in stock, all the time! Also please list any items that we current don’t carry that you would like us to stock.

We are committed to be your one source distributor for all your pools and spa needs. Together, we can make this happen.

Customer Name _____

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____