



## WARRANTY SERVICE REQUEST FORM

316 South Cool Springs Road

Phone: 866-831-6558

O'Fallon, MO 63366

Fax: 636-329-8122

Email Customer Service at: [returns@halfoffponds.com](mailto:returns@halfoffponds.com)

Name:		Address:	
City:	State:	Zip:	
Phone:		Email:	
Returned Product Description:			
Returned Product Model #:			
Purchase Date:	Install Date:	Failure Date:	
Order number #:			
Confirm that you: <input type="checkbox"/> Plugged in the unit and it does not work properly <input type="checkbox"/> Inspected the power cord for cuts & damage, and electrical outlet is not faulty <input type="checkbox"/> Inspected the unit for burns/char marks (indicates unit ran dry)			
Fill out this section for Pump Returns Only			
Pump Serial #:	When plugged in, does pump hum but not rotate? (Y/N)		
Is impeller clear of any blockage? (Y/N)		Is impeller worn or chipped? (Y/N)	
Has regular maintenance/cleaning been performed, including for winterization? (Y/N)			
Where in water feature is the pump installed? (eg. In a skimmer)			
Plugged into GFCI? (Y/N)	Tubing Size:	Tubing Length:	
On a speed controller? (Y/N)	Pond size?	Has pump been ran dry? (Y/N)	
Fish in pond? (Y/N)	Is this pump on an extension cord? (Y/N)		
Above section for Pump Returns Only			
Please describe the defect or product failure:			
<b>Important:</b> This warranty does not cover any faults caused by improper use, installation and handling of the device or as a result of wear and tear. Warranty is void if the product is not used in accordance with instructions. All returns must be packed for shipping (i.e. peanuts/packing paper) or AWR may be voided. We reserve the right to repair or replace items at our discretion. Warranties are from the original purchase date and any replacement carries the remainder of the warranty from original purchase date.			
Print Name:		Date:	
Signature:			

This section for company use

Authorized by Warranty Employee: \_\_\_\_\_

Date of Claim: \_\_\_\_\_

Date Returned:\_\_\_\_\_ # of Cartons: \_\_\_\_\_

AWR #: \_\_\_\_\_