KREEPY KRAULY®

KREEPY KRAULY® RETURNS AND REFUND POLICY **October 2026**

Please **DO NOT** return your automatic pool cleaner to your point of purchase if you face any performance or installation issues, without first contacting Kreepy Krauly.

The Kreepy Krauly automatic pool cleaner (APC) comes with free, lifetime support via telephone and email.

Every pool size, shape, design and environment is unique. If your Kreepy Krauly is not performing as expected, please contact our Customer Care Team before returning the product. Most installation & performance concerns are resolved through simple setup guidance and adjustments specific to your pool.

Helpline: 08600 222 40 **Email**: hth.sa@solenis.com

1. **RETURN AND REFUND POLICY**

1.1. Nothing in this policy limits, excludes or restricts any rights or remedies available to consumers under the Consumer Protection Act 68 of 2008 (CPA).

1.2. Where a product is returned on the basis that it may be defective, we may inspect and test the product to determine whether the fault results from a manufacturing defect, ordinary wear and tear, misuse, neglect, unauthorized modification, improper installation or any other cause.

1.3. If a product is found to be defective, unsafe, or fails to meet the standards contemplated in the CPA within six (6) months of delivery, a consumer may exercise the remedies under the CPA, including repair, replacement or refund, subject to the provisions of the Act.

1.4. Normal wear and tear, consumable parts reaching the end of their expected lifespan, or deterioration resulting from ordinary use are not regarded as manufacturing defects.

1.5. Damage or failure resulting from use of the product with improper water chemistry, misuse, neglect, accidental damage, unauthorised repairs or modifications, improper installation, or failure to follow operating and maintenance instructions is not considered a manufacturing defect and may not qualify for a remedy under the CPA or any applicable warranty.

1.6. Product performance, including cleaning performance, may be affected by factors such as pool design, weir position, water conditions, pool contents and filtration or equipment configuration. Performance issues arising solely from such factors, rather than a defect in the product itself, will not constitute a manufacturing defect and will not be covered by any warranty.

1.7 The CPA does not generally provide the right to return non-defective products because of any change of mind, nor if the product is not suitable for a consumer's particular circumstances, unless otherwise required by law. Any returns of non-defective products will remain subject to the dealer, distributor or retailer's applicable returns policy.

1.8. Consumers may be required to provide reasonable proof of purchase when requesting a return, repair, replacement or refund. Where a receipt is unavailable, other reasonable proof of purchase may be accepted where permitted by law.

1.9 Any warranty we offer is in addition to, and not in substitution for, the rights afforded to consumers under the CPA.\

2. RETURNS

Returns of Defective Products

2.1 We distribute products through authorized dealers, distributors and retailers and do not generally transact directly with end users.

2.2 Any return request must be submitted through the dealer, distributor or retailer from whom the product was purchased.

2.3 Products returned as allegedly defective, may be inspected and tested to determine the nature and cause of the reported fault. Such assessment may include determining whether the issue results from a manufacturing defect, normal wear and tear, improper installation, incorrect water chemistry, misuse, neglect, accidental damage, unauthorized modification or repair, or failure to follow operating and maintenance instructions.

2.4 The following will generally not constitute manufacturing defects:

a) Normal wear and tear.

b) Damage caused by improper water chemistry.

c) Misuse, abuse, neglect or accidental damage.

d) Unauthorised repairs, alterations or modifications.

e) Failure to install, operate or maintain the product in accordance with the manufacturer's instructions.

f) Product performance issues resulting solely from pool design, water conditions, equipment configuration or other factors external to the product itself.

2.5 Proof of purchase and relevant product information may be required to assess any return claim.

Returns of Non-Defective Products

2.6 Any return of non-defective goods is strictly at the discretion of the dealer, distributor or retailer and subject to their own return's conditions. Products will then be received by them back into their own inventory of stock.

3. REFUNDS

3.1 As the Supplier does not generally sell products directly to end users, refunds are not issued directly by the Supplier to consumers unless otherwise required by law or agreed in writing.

3.2 Any request for a refund, replacement or other remedy must be directed to the dealer, distributor, or retailer from whom the product was purchased.

3.3 Where a product is found to be defective and a refund is appropriate under applicable law, the refund process will be administered through the selling dealer, distributor, or retailer, subject to the applicable supply arrangements and statutory requirements.

3.4 The Supplier reserves the right to inspect and test any product returned as defective before authorising any credit, replacement or other remedy.

3.5 Nothing in this policy is intended to exclude, restrict or limit any rights or remedies that may arise under the Consumer Protection Act 68 of 2008.