



Warranty Policy Procedure

ALL ROBOT LINES

V3_May 2023

BWT Pool



RETURN POLICY

End user to Independent Distributor

New/Unused Unit returned within 30 days of sale to end user



- It is the independent distributors' exclusive discretion if they are to accept a new or unused robot back after a sale.
- Given that the unit is new/unused, BWT Pool does not need to be contacted about this return. It is the independent distributor's responsibility to resell the unit and to work out the details directly with the end user.
- Any expenses incurred from such return is not solely the end users responsibility and is non-refundable

RETURN POLICY

End user to Independent Distributor

Defective/Damaged Unit returned within 30 days of sale to end user



End-users will be entitled for a full refund/exchange/free repair if their robot is defective or damaged within 30 days of sale to end user

Process:

1. End user to return broken/defective cleaner to place of purchase
2. Place of purchase verifies the cleaner is within 30 days of ownership by proof of purchase from End User
3. End User decides to replace or repair unit
 - No matter if repair or replace, the process is the same if within 30 days
4. BWT customer (either distributor or dealer) completes [ONLINE WARRANTY FORM](#) providing serial number and proof of purchase from end user
5. Approval or denial of claim will be provided within 48 hours of warranty request receipt
 - If approved claim is for parts, BWT will send replacement parts for the warranty to the address requested on the warranty form.
 - If dealer does not do repairs, they will be referred to a National Service Center where the typical RMA process is conducted
 - If it is a robot replacement, RMA and return label will be sent to place of purchase. Replacement robot will be shipped after receipt and approved inspection of defective/damaged cleaner at BWT Greensboro facility

RETURN POLICY

End user to Independent Distributor

New/Unused Unit returned after 30 days of sale to end user



These units are **not** eligible for a full refund or exchange from BWT. Independent Distributor can choose to accept unit back but unit cannot be returned back to BWT for refund

RETURN POLICY

End user to Independent Distributor

Defective/Damaged Unit returned after 30 days of sale to end user



Process

1. Broken cleaner is returned to place of purchase by end user
2. Place of purchase verifies the cleaner is NOT within 30 days of ownership by proof of purchase from End User
 - i. End user is referred to a national service center
 1. If within 90 days of purchase, Dealer submits [ONLINE WARRANTY FORM](#) to request shipping to be covered to and from service center. Outside of 90 days, shipping is end user's responsibility
 2. National Service Center completes RMA process for warranty parts after repair

RETURN POLICY

Dealer to Distributor

New/Unused Unit returned within 30 days of sale to end user



- It is the distributors' exclusive discretion if they are to accept a new or unused robot back after a sale.
- Given that the unit is new/unused, BWT Pool does not need to be contacted about this return. It is the distributor's responsibility to resell the unit and to work out the details directly with the dealer.
- Any expenses incurred from such return is not solely the dealer's responsibility and is non-refundable

RETURN POLICY

Dealer to Distributor

Defective/Damaged Unit returned within 30 days of sale to end user



End-users will be entitled for a full refund/exchange/free repair if their robot is defective or damaged within 30 days of purchase.

Process:

1. Broken cleaner is returned to Dealer by end user
2. Dealer verifies the cleaner is within 30 days of ownership by proof of purchase from End user
3. Customer decides to replace or repair unit
 - No matter if repair or replace, the process is the same if within 30 days
4. Dealer completes [ONLINE WARRANTY FORM](#) providing serial number and proof of purchase from End User
 - a. While dealer is waiting for RMA approval, Dealer takes care of customer by providing new robot or fixing robot. If parts or cleaner is not available at dealer location, the dealer gets the unit or parts from distributor where cleaner was originally purchased from

Process continued on next page...

RETURN POLICY

Dealer to Distributor

Defective/Damaged Unit returned within 30 days of sale to end user



Process continued...

5. Aquatron HQ (Israel) approves the RMA and notifies BWT US. BWT sends approved RMA form with return label to the dealer to send robot back
6. For robot replacement, RMA and return label will be sent to dealer
 - Replacement robot will be shipped after receipt and approved inspection of defective/damaged cleaner at BWT Greensboro facility

RETURN POLICY

Dealer to Distributor

Defective/Damaged Unit returned after 30 days of sale to end user



Process:

1. Broken cleaner is returned to Dealer by end user
2. Cleaner IS NOT within 30 days of ownership by verification of end user's proof of purchase
 - a. If Dealer cannot make the repairs
 - i. End user is referred to a national service center
 1. If within 90 days of purchase, Dealer submits [ONLINE WARRANTY FORM](#) to request shipping to be covered to and from service center. Outside of 90 days, shipping is end user's responsibility
 2. National Service Center completes RMA process for warranty parts after repair
 - b. If Dealer can make the repairs
 - i. Diagnose and determine issue with cleaner
 - ii. Dealer checks to see if they have parts for repair
 - iii. If they do, they make the repair and return cleaner back to customer
 1. If they don't or after repair, Dealer completes [ONLINE WARRANTY FORM](#) providing serial number and proof of purchase from End User to get warranty parts sent for repair/replacement.

RETURN POLICY

E-Commerce

Defective/Damaged Unit returned within 30 days of sale to end user



End-users will be entitled for a full refund/exchange/free repair if their robot is defective or damaged within 30 days of purchase.

Process:

1. Broken cleaner is returned to E-commerce store by end user
2. E-commerce store verifies the cleaner is within 30 days of ownership by proof of purchase from End user
3. Customer decides to replace or repair unit
 - No matter if repair or replace, the process is the same if within 30 days
4. E-Commerce completes [ONLINE WARRANTY FORM](#) providing serial number and proof of purchase from End User
 - a. While dealer is waiting for RMA approval, Dealer takes care of customer by providing new robot or fixing robot. If parts or cleaner is not available at dealer location, the dealer gets the unit or parts from distributor where cleaner was originally purchased from

Process continued on next page...

RETURN POLICY

E-Commerce

Defective/Damaged Unit returned within 30 days of sale to end user



Process continued...

5. Aquatron HQ (Israel) approves the RMA and notifies BWT US. BWT sends approved RMA form with return label to the E-Commerce to send robot back
6. Return label will be sent to E-Commerce store
 - Replacement robot will be shipped after receipt and approved inspection of defective/damaged cleaner at BWT Greensboro facility

RETURN POLICY

E-Commerce

Defective/Damaged Unit returned after 30 days of sale to end user



Process:

1. Broken cleaner is returned to E-Commerce Store by end user
2. Cleaner IS NOT within 30 days of ownership by verification of end user's proof of purchase
 - a. If E-Commerce store cannot make the repairs
 - i. End user is referred to a national service center
 1. If within 90 days of purchase, E-Commerce store submits [ONLINE WARRANTY FORM](#) to request shipping to be covered to and from service center. Outside of 90 days, shipping is end user's responsibility
 2. National Service Center completes RMA process in Aquatron system for warranty parts after repair
 - b. If Dealer can make the repairs
 - i. Diagnose and determine issue with cleaner
 - ii. Dealer checks to see if they have parts for repair
 - iii. If they do, they make the repair and return cleaner back to customer
 1. If they don't or after repair, Dealer completes [ONLINE WARRANTY FORM](#) providing serial number and proof of purchase from End User to get warranty parts sent for repair/replacement.