

REPAIR AND/OR *WARRANTY REPLACEMENT REQUEST FORM

Dolphin Pumps are warranted to be free from defects in workmanship and/or materials for a period of one to three years (depending on pump model and seal type) from proof of purchase date.

NAME: _____

PHONE NUMBER: _____ EMAIL: _____

MAILING ADDRESS: _____

BILLING ADDRESS: _____

PUMP MODEL BEING EXCHANGED: _____

PROBLEM EXPERIENCED: _____

WAS THERE A POWER SURGE/OUTAGE? YES / NO EXPLAIN: _____

DID THE PUMP RUN "DRY" (WITHOUT WATER)? YES / NO EXPLAIN: _____

IS THERE A PRIMING/STRAINING BASKET ON THE PUMP? YES / NO BRAND: _____

EXPLAIN YOUR SYSTEM REQUIREMENTS: _____

ARE YOU REQUESTING REPAIR OR *WARRANTY REPLACEMENT? _____

WHICH MODEL WOULD ARE YOU REQUESTING AS *WARRANTY REPLACEMENT: _____

Repair costs depend on warranty. Please forward a copy of the warranty, preferably with sales receipt.

Repairs/Replacements – Send pump for repair/replacement to: **Dolphin Pumps 238 West Michigan Ave, Pensacola, FL 32505** with this form, copy of warranty and sales receipt. Dolphin Pumps is NOT responsible for shipping fees. After the pump is received, the unit is deemed to fall under warranty requirements and/or time frame for warranty replacement plan (10 years - no fault/no questions asked), we will call you and advise of repair cost and request payment for same including shipping costs and any applicable taxes (FL).

***Warranty Replacement/Pump Exchange: Call for pricing 850-434-9880 10am – 1pm CST (10 years - no fault/no questions asked).**

Exclusions – Shipping damage. Failure to comply with installation or operating instructions and/or pump notice labeling. Problems resulting from abuse, neglect or accident by any other party other than Dolphin Pumps, including, but not limited to the following: damage to parts caused by installer, damage to pump parts caused by "run-dry" (running without water in wet end) operation, loss of prime or obstruction in plumbing lines and/or impeller, etc., problems resulting from modifications or alterations of pump, non-dolphin parts and/or introduction of the same to any Dolphin Pump, metal or motor failure due to corrosion (motors that are corroded from the environment or excessive salt spray are not covered under warranty, pumps not protected from freezing, flooding or other excessive environmental conditions, pumps not protected from power surge or outages. We highly recommend installing a priming/straining basket to avoid many of these issues. Please refer to your warranty for further exclusions, rights and complete information. *Warranty is non-transferable.* Feel free to call us at any time with any questions about pump, system or plumbing problems. We are always here to help.

If you ever have a product concern please call 850-434-9880 or email us info@dolphinpumps.com immediately to discuss and remedy the issue. Your happiness is our happiness. We pride ourselves in superior customer service and can only solve problems when we know about them.

If you have any suggestions on how to better serve your needs, please let us know. We appreciate your business and hope you feel like you are treated like family.