



Disclaimer & Release of Liability

All Services: The Pond Store does not, at any time, take responsibility for any structural, mechanical issues, or leaks that may arise after the water feature is serviced. We do not diagnose electrical issues. Please make sure this is not an electrical issue before we come out.

Cleanouts: Although we take extra care to keep your fish safe and free of harm during your pond's servicing, we cannot guarantee their health or safety. The Pond Store does not, at any time, take responsibility for the health or safety of your fish and will not be held liable or negligible for the health, safety or physical wellbeing of your fish. Our trained staff will use all their skilled knowledge to properly clean and service your pond. Please advise our staff where they can discharge the pond water. Please note: You may have to finish filling pond and turn on pump once full; your fish will already be in the pond. For ponds that were not cleaned last year, there will be a 30% surcharge added to the base price for the clean-out. This is based on The Pond Store's records.

Warranty: As a convenience to our customers, we will remove the products in question to begin the warranty process if it was purchased from The Pond Store. We will handle the shipping and warranty process for products covered under warranty. Any issues not covered under a manufacturer warranty will be charged as a Service Call fee with labor, product and material to be paid in full at time of service. If a product is deemed questionable by our staff, we may elect to send the product to the manufacturer for testing. The manufacturer will determine if they will warranty the product or not. If we're dealing with a pump, depending on time of year you may want to add air stones or a circulation pump during the warranty process if you have fish.

Leaks: Finding a leak can be a very difficult, time-consuming process. We hope to find a low spot along the edges, as that tends to be an easy fix. The 1st estimate covers the cost to look for all the most obvious places a leak can occur and to make any minor adjustments. We hope we can find the cause of the leak in the 1st visit, we will get your approval of costs to fix before we proceed. The next step is for you to monitor water level. We hope to hear back that the leak issue is resolved. If there is still a leak we will call you to discuss the next step. Please note that we do not guarantee we will find/fix the leak(s). Re-sealing of the BioFalls and/or Skimmer is highly recommended, additional charges will apply. If we re-seal the BioFalls and/or Skimmer, please leave your pond as our crew left it for 24 hours. After 24 hours, fill the pond and turn on pump, but leave the auto-fill off (if you have one). Please monitor water level and email us with the results.

SUMMER UPDATE:

During the summer months, your fish are extremely vulnerable to stress and even death during the Clean Out process due to the heat. If you would like to have your pond cleaned out regardless, you take full responsibility for the health of your fish. We do not guarantee

MAILING ADDRESS:
16009 60TH St. E. Bldg E
SUMNER, WA. 98390

www.MarkThePondGuy.com

(253)863-3499

email: info@markthepondguy.com

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