

**HARMSCO, INC.**

## **Guarantee of Satisfaction Policy**

Harmsco is committed to growing our Swimming Pool and Spa business, by being more focused, more flexible, and easier to do business with every day.

We are dedicated to creating 100% Customer Delight with our Authorized Distributors. Introducing the first new program to launch in 2003...Harmsco's new "Guarantee of Satisfaction" Program!

The Harmsco Guarantee of Satisfaction is your assurance and confidence that in selling HARMSCO® products you are covered should any problem arise. Harmsco will back our cartridge products up 100%!

Our goal is to provide you with peace of mind, knowing when you place your confidence in Harmsco and recommend one of our replacement elements, you'll never worry about our quality or our commitment to quality. You now have a Harmsco® written replacement guarantee. In the unlikely event that a problem should occur with one of our cartridge filters, just implement our Guarantee of Satisfaction certificate. Simply provide the information requested on the certificate and fax or mail to Harmsco. We will take care of the rest. It is that simple! No hassles, no long phone calls, and no endless amount of paperwork.

We want your end users to understand Harmsco's Commitment to Quality and Customer Satisfaction. We want you, our customer, to feel confident and proud in offering Harmsco brand products.

Please call our Harmsco Marketing Team toll free at 800-327-3248 with any questions, concerns or suggestions.



To re-order certificates, please visit [www.Harmsco.com](http://www.Harmsco.com) Distributor Zone and submit a request to Marketing.  
Thank you for choosing Harmsco Filtration Products!