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SERVICE REQUEST FORM  
DEL SUPPO, INC.  
DONORA, PA 15033  
26 McKEAN AVENUE  
724-379-5066  
724-379-8550 FAX  
[www.delsuppopools.com](http://www.delsuppopools.com)  
2020

**Company Policy: We will not schedule any work unless we have a current signed authorization form on file.**

PLEASE PRINT:

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ CELL \_\_\_\_\_

WORK \_\_\_\_\_ FAX \_\_\_\_\_

E-MAIL \_\_\_\_\_

PERSON/S AUTHORIZED TO MAKE DECISION/S \_\_\_\_\_

LIMIT WITHOUT HOMEOWNERS AUTHORIZATION \$ \_\_\_\_\_ (\$1000.00 MINIMUM)

POOL--- YEAR \_\_\_\_\_

**TYPE OF POOL:**      VINYL LINER      FIBERGLASS      CONCRETE

**COVER:**      AUTOMATIC      LOOP LOC      TARP/WATER BAGS

**FILTER:**      CARTRIDGE      DE      SAND      MODEL & MAFG.

**HEATER:**      NATURAL GAS      HEAT PUMP PROPANE      MFG. & 4R

**CHEMICALS:**      CHLORINE      SALT      SYNERGY      OTHER

**TERMS & CONDITIONS REGARDING SERVICE OF YOUR POOL**  
**By DEL SUPPO, INC.**

We at Del Duppo, Inc. would like to thank you for the opportunity to service your pool. In order to eliminate any confusion, we have prepared this document to clarify our service policies:

1. All diagnostic & troubleshooting will be billed at \$170 per hour (2 hour minimum) plus the price of any materials used in the process, and a \$30 fuel fee. Travel time is billed & included in the hourly rate.
2. Upon request, we will give you an estimate & the service will be performed on a time & material basis. We will do all we can to meet this estimate; however, this is only an estimate. Actual cost of repairing or serving your pool/spa may exceed this amount.
3. Upon completion of diagnosis, Del Suppo, Inc. may require a deposit to include any labor, parts, freight & subcontractors required to complete the repair. All special order items are to be prepaid. If you choose to use a credit card you will be required to bring the card into the store, otherwise fees may apply if card information is taken over the phone.
4. All equipment must be accessible at the time of repair. Work area must be clean of patio furniture, toys, etc. Del Suppo, Inc. is not responsible for damage or loss to patio sets, fencing, sheds, etc. An additional fee will be assessed for rescheduling.
5. Work orders are to be paid in full upon completion. You will be sent an invoice that is to be paid upon receipt. **If you choose to pay by credit card, please call the office, charges are subject to a 3% processing fee.**
6. Customers must cancel two (2) days prior to the scheduled service day. If Del Suppo, Inc. is not notified a \$50.00 fee will be applied.
7. If Del Suppo, Inc. is behind due to weather or unforeseen circumstances, we reserve the right to reschedule.
8. Please check your warranty. Del Suppo, Inc. offers a 30-day warranty on workmanship. Some parts carry a longer warranty. Del Suppo, Inc. will administer & adhere to the manufacturer's specific warranty policies. Customers will be responsible for any item not covered by the manufacturer's rejections. A stop fee of \$170 plus \$30 fuel charge will apply.
9. Del Suppo, Inc. is not responsible for any loss or damage to pool/spa in case of fire, theft, flooding, or other causes beyond control. You should maintain insurance on your pool/spa to cover these losses.
10. Any issues with work performed must be reported within 7 days of completion, by calling the office.

SIGNATURE \_\_\_\_\_

To pay with your credit card please complete the following and sign:

NAME ON CREDIT CARD \_\_\_\_\_

CREDIT CARD ACCT# \_\_\_\_\_ EXP \_\_\_\_\_

DIGITAL AUTHORIZATION CODE \_\_\_\_\_