



## DAVE'S ABOVE GROUND POOLS, LLC 2024 CUSTOMER INFORMATION

**Below are a few requests to make your pool job go faster and smoother!**

- **For Liner Replacements**, we ask that on the date of the scheduled work the pool must be empty of all water (“bone dry”). Sometimes two inches of water can take more than an hour to remove. This slows the job down and takes away from the detailed liner work that needs to be done. \*There will be a minimum charge of \$100 if we have to pump water and debris from your pool prior to the job.
- **Although we love pets**, we ask that you please clean up the yard prior to the scheduled day of arrival. This ensures that we are not tracking the “mess” on shoes, tools, and your new pool parts. We kindly ask that for the safety of everyone involved in the job as well as your pets, please keep them inside while work is being done.
- In addition, **for the safety of your children**, as we are working with heavy equipment, tools and sharp metal, we request that your children stay clear of the job site.
- We understand that you are excited about your new pool, however, we ask that you refrain from any **videotaping** (cell phone, iPhone, smartphone, iPad or cameras) while work is being conducted. We are trying to concentrate on your job, and this can be distracting. We have no problem taking a “BEFORE” photo and certainly encourage taking “AFTER” photos. In fact, we would love a copy to add to our website. We will gladly step out of the way!
- **Job estimates and extra work:**
  - **Common issues concerning installation:** All estimates are based on a smooth install, with no issues. Sometimes we will both experience issues beyond our control; for instance, missing parts, wrong size liners from where you purchased your pool supplies. Sometimes we discover this when we start the job or during the job.
  - **Common issues concerning excavation:** Ledge, rock, soft ground, or wet areas (drainage issues). This makes it impossible to grade the area. If this is the case, proper materials must be brought in sometimes by dump trucks or other heavy equipment. The cost of additional materials, delivery, and grading of stone dust is \$800. Excavation with Bobcat is \$500. These charges are separate from the install price. Please confirm with Dave the exact pricing.
  - **Additional extras that are not part of the original install price:** Again, please confirm the price with Dave when booking your install: Pool Pads \$100 | Wall Foam \$250 | Foam coving \$200 | Obstructing Deck \$100 | Wheel barreling more than 20 feet \$100. On oval installations extra materials (e.g., stone dust is required for proper grading). The amount would vary with pool size.

- Unfortunately, in these cases, we cannot complete the job that day. For rescheduling and coming back to complete the job, there will be a fair and mutually agreed upon fee for rescheduling and returning a second time. Payment for work that is performed on the first visit, must be paid in full before rescheduling our second visit.
- ❖ \$200 non-refundable deposit is required to schedule your pool install. This amount will be credited to your install. If you are given a schedule date, we will be there unless there is rain (excavation, grading, levelling cannot be performed in muddy or wet conditions) or extreme cold weather (liners cannot be installed in extreme cold weather). In this instance, we will reschedule you as soon as possible at a mutually agreed upon date.
- ❖ Due to rising fuel costs, there will be a travel fee to and from the job site beyond my work area (40-minute radius).

**Dave's Above Ground Pools, LLC appreciates your cooperation in making your pool experience a pleasant one, and we look forward to your business and seeing you this Spring/Summer!**