

Refund/cancellation policy –

If you would like to reschedule the service, or need to cancel for any reason, you may do so up to 24 hours before scheduled service date/time.

Fulfillment/shipping policy –

Upon booking the scheduled service, you will receive an email confirmation within 24 hours. On the day prior to your booked appointment, you will receive a text message confirming our scheduled service and arrival time.

Terms and Conditions –

Payment in full for scheduled service is due upon service completion. You will receive an emailed invoice from us within 24 hours upon job completion. Payment is due at that time.

Service technicians shall have full access to the pool / pool area.

Improper water chemistry can cause premature failure of equipment and plumbing which are not covered under the terms of the warranties contained herein. Customer is solely responsible for maintaining proper water chemistry.

G2 Pool Service will provide a warranty of 2 years on our workmanship. After that, all other claims related to pool equipment shall be submitted through the manufacturer's warranty. G2 Pool Service assumes no responsibility for freeze damage or loss of any equipment or supplies. G2 Pool Service agrees to save harmless the Customer from liability for any damage or loss that occurs during or in connection with the performance of the contracted work, if caused by negligence by its agents, employees, or servants. This warranty does not apply to damage due to: Acts of God, accidents, undue abuse, negligence of continuous pool maintenance, draining of pool, natural wear and tear, damaged or missing equipment, material discoloration, fading, staining, improper use of chemicals, insect damage, allowing the water level to drop below the skimmer, or failure of the pool owner to keep chemical levels within the range established by pool industry standards.

Privacy policy –

We do not share any of your registration information with anyone.