

Methods of Payment

The Retail Store of Gohlke Pool Supply, Inc. takes the following forms of payment—cash, check, or credit card. Exceptions will be commercial accounts (municipalities, apartment, hotels, etc.) who have filled out a credit application and received credit terms.

Special Orders

Items that are not a regular stock item of the Retail Store of Gohlke Pool Supply, Inc. can be special ordered. Special orders require a minimum of 50% deposit, which is nonrefundable (unless we are unable to get the product). Diving boards will not be sold by the Retail Store of Gohlke Pool Supply, Inc. If a customer would like to special order a diving board, we will be glad to send someone to measure the pool to be sure that it meets the minimum diving requirements.

Discount Policy

Gohlke Pool Supply, Inc. has two different discounts available:

- If you are the original owner of a new pool constructed by Gohlke Custom Pools, Inc., you receive a 10% lifetime discount off of regular prices (not sale prices) in both the Retail Store and the Service Department.
- If you are a CoServ Electric customer and have a Co-op Connection Card, you receive a 10% discount off of regular prices (not sale prices) in the Retail Store.

Price Matching Policy

Gohlke Pool Supply, Inc. is committed to being competitive in the areas of customer service and price. Towards that effort, we continually shop the market and we set our prices accordingly. In the rare instance that our prices are not competitive in the marketplace, we will adhere to the following price matching policy:

Retail Competitors - Stores

If you find a lower price on an identical product (including brand) that is in stock at another local competitor's retail store, Gohlke Pool Supply, Inc. will match that price. Just bring in the original advertisement to our retail store at the time of your purchase. The competitor's price must be offered on the same date as the date of your purchase and meet the following requirements:

- It must be the same identical product (including brand) and quantity.
- It must be in stock at the competitor's retail store.
- The product must be new (not reconditioned).
- It must be the same warranty terms.
- We reserve the right to limit quantities.

Note: These prices cannot be used with any other discount or coupon.

Retail Competitors - Online

Note: Online price matching will be handled on a case-by-case basis. This is necessary due to the misleading information that we have seen in the online marketplace. In general, our policy will be as follows:

If you find a lower online price (including any costs for shipping and handling) on an identical product (including brand) that is in

stock at a competitor's retail store, Gohlke Pool Supply, Inc. will match that price. Just print the ordering page (including the costs for shipping and handling), and bring it to Gohlke Pool Supply, Inc. at the time of your purchase. The competitor price must be offered on the same date as the date of your purchase and meet the following requirements:

- It must be the same identical product (including brand) and quantity.
- It must be in stock at the online price that is advertised.
- Prices will be compared before the sales tax is added.
- The product must be from a reputable online store (not Ebay, Craig's List, online auctions, third party sellers, etc.)
- The product must be new (not reconditioned).
- It must be the same warranty terms.
- We reserve the right to limit quantities.

Note: These prices cannot be used with any other discount or coupon.

Price Protection Policy

If a product you have purchased from Gohlke Pool Supply, Inc. and that product goes on sale for a lower price within 14 days of your purchase, Gohlke Pool Supply, Inc. will refund the difference.

Note: These prices cannot be used with any other discount or coupon.

WE APPRECIATE YOUR BUSINESS!

www.gohlkepools.com