

# WHITE GLOVE INSTALLATION PLEDGE



Thank you for the opportunity to show you our full line of pools and pool products. Here at Island Recreational we take a tremendous amount of **PRIDE** in our products as well as our service. Unlike all other pool dealers, we have a year round service department that is here to serve you 7 days a week, 12 months a year.

One of the things that separates Island Recreational from every other pool dealer is our exclusive White Glove Installation Service. **NOT ONLY DO WE GUARANTEE THE FINEST INSTALLATION, WE PUT IT IN WRITING.**

- 1 White Glove Installation** is a fully licensed and insured Home Improvement Contractor specializing in Aboveground and Semi-Inground swimming pools. All our crews are experienced, professional pool technicians, not day-laborers as found in companies that run off a business card.
- 2 White Glove Installation** maintains a fully operation **Customer Service Department** to take care of all your pool needs 7 days a week, 12 months a year.
- 3 White Glove Installation** offers a **FREE IN HOME SITE SURVEY** that reviews all aspects of your installation. We professionally measure the site, review all your placement options and lay out exactly how the pool will fit in your yard. We take care of you, walking you through the installation process, addressing all your concerns and eliminating any surprises. We do all this **BEFORE** delivery and installation occur.
- 4 Our White Glove Installation** Department takes care of you by confirming your delivery date, installation date, sand delivery and orientation dates. **WE DO THE RUNNING AROUND**, not you. We make the calls, not you. We take care of the work so you don't have to.
- 5 White Glove Installation** provides a **FREE ORIENTATION** to demonstrate how all your pool equipment works and answer any questions you may have regarding your pool. Just another way we take care of you.
- 6 White Glove Installation** will **NEVER** tell you to have cold hard cash ready on the day of your installation. **THERE ARE NO HIDDEN CHARGES.** We give you the final price for any additional work during your **FREE SITE SURVEY\***. You know the exact cost right from the start.

At Island Recreational **ALL OUR** pool customers are **FAMILY**, and as a member of **OUR FAMILY** you can be assured we'll take good care of you. It is our **PLEDGE** to make your swimming pool experience pleasant and trouble free, by putting it in writing **WE GUARANTEE IT.**

**ANY LEGITIMATE POOL DEALER WILL GLADLY SIGN THE PLEDGE ON THE BACK OF THIS PAGE**

**WHITE GLOVE INSTALLATION**  
**(516) 520-1860 OPTION 3**  
**7 DAYS A WEEK/12 MONTHS A YEAR**

Island Recreational  
**Store Manager**

(Dealer Name) \_\_\_\_\_

**I PERSONALLY GUARANTEE THE FOLLOWING:**

MGR/OWNER SIGNATURE

I GUARANTEE that only Fully Licensed and Fully Insured Installers will Install your pool, not day laborers. \_\_\_\_\_

I GUARANTEE to maintain a Customer Service Department that is available to you 7 days a week, 12 months a year. \_\_\_\_\_

I GUARANTEE to perform a FREE SITE SURVEY at your home prior to delivery and installation of your pool. \_\_\_\_\_

I GUARANTEE to professionally measure your yard to ensure that your pool fits. \_\_\_\_\_

I GUARANTEE to confirm each of the steps of your installation process prior to their occurrence. \_\_\_\_\_

I GUARANTEE to offer you a FREE IN HOME ORIENTATION to familiarize yourself with all aspects of pool care and maintenance. \_\_\_\_\_

I GUARANTEE to give you a Final Total Price on any extra fees involved in your installation. This final price will be given to you at the time of the Site Survey, well before your delivery date. \_\_\_\_\_

**I GUARANTEE TO NEVER REQUIRE YOU TO HAVE EXTRA CASH ON HAND TO MAKE ANY PAYMENTS** \_\_\_\_\_

I \_\_\_\_\_ PERSONALLY GUARANTEE THAT ALL OF THE ABOVE IS 100% TRUE  
PRINT Name of Store Manager

\_\_\_\_\_  
Manager's Signature

Please be sure to have the Store Manager sign above before you purchase anything.

**If the Store Manager doesn't want to sign,  
RUN AWAY..... AND RUN FAST.....  
You're definitely at risk of being ripped off!**

**YOUR FAMILY POOL IS TOO BIG OF AN INVESTMENT  
TO BE LEFT TO A FLY BY NIGHT INSTALLER**