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FREQUENTLY ASKED QUESTIONS

(Click 'back' button on your browser window to return to main question page)

SWIMLINE-ILP INFLATABLES, GAMES and HYDROTOOLS

Q: I HAVE A DEFECTIVE PRODUCT, AND WANT A REPLACEMENT.

A: Most of our products are backed by a one year guarantee – please check packaging for verification. We require that you send us proof of purchase, and the actual product. In the case of large inflatables, it is not necessary to return the whole product. You can send the portion with the name of the item printed on it. Send the item to International Leisure Products, 191 Rodeo Dr., Edgewood, NY 11717. Please remember to include your name, physical address (not a post office box), and telephone number. We will send a replacement at no charge.

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Q: HOW DO I ASSEMBLE THIS PRODUCT?

A: There should be instructions inside the box of all items that require assembly. You can check with the dealer where the item was purchased if you are having difficulty understanding the instructions.

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Q: HOW MUCH WEIGHT WILL THE INFLATABLE PRODUCT CARRY?

A: Inflatable products hold a great deal of weight. You can best judge by the picture on the carton – do we show an infant, child, many children or an adult? The average float will hold a full size adult weighing 200 lbs.

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Q: WHAT ARE THE CONTENTS OF THE THERMOMETER I PURCHASED. DOES IT CONTAIN MERCURY?

A: All of our thermometers contain only a mixture of water and alcohol.

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Q: IS THIS THE CORRECT ITEM FOR MY PURPOSES?

A: Consult your local pool dealer or installer. We are Manufacturers, and not qualified to judge your personal needs.

Q: I WANT MY MONEY BACK, INSTEAD OF REPLACEMENT.

A: We do not sell directly to the public. You must go back to the point of purchase for a refund. We are not responsible for the return policy of our dealers.

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Q: THE TEST STRIPS/TEST KITS HAVE AN OLD DATE ON THEM. IS THIS THE EXPIRATION DATE:

A: NO. This is the date of manufacture. Test strips and kits are good for at least two years after date shown.

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Q: I purchased a remote control item, and found that I need a special nicad battery pack and charger for it. Where can I purchase them.

A: We encourage our dealers to purchase these batteries, and you should consult your dealer or local pool store to see if they carry them. You can also find them at any Radio Shack or similar store.

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Q: I TOOK HOME YOUR PRODUCT, AND FOUND MISSING PARTS OR WRONG PARTS.

A: Please return/exchange it to where you purchased this item. They will contact us for a free replacement for you if need be.