

Royal Fiberglass S.A. de C.V.

MANUFACTURER LIMITED LIFETIME WARRANTY

Fiberglass Swimming Pool Shells for Residential Use

FACTORY COVERAGE This warranty covers qualifying manufacturing defects in the fiberglass pool shell. Installation, equipment, site conditions, transportation, and field work remain the responsibility of the authorized distributor, installer, or other party that provided those goods or services.

1 Scope and eligibility

This Manufacturer Limited Lifetime Warranty (the "Warranty") is issued by Royal Fiberglass S.A. de C.V. ("Royal," "Manufacturer," "we," or "us") for a fiberglass swimming pool shell manufactured by Royal (the "Pool Shell"). It extends only to the original retail purchaser (the "Owner") who purchases the Pool Shell from an authorized distributor and installs it at a single-family residence for private, non-commercial use.

The term "limited lifetime" means the period during which the original Owner continuously owns both the Pool Shell and the property where it was first installed. It does not mean the useful life of the Pool Shell or the Owner. This Warranty is personal to the original Owner and is not transferable unless Royal approves a transfer in writing.

This Warranty does not apply to Pool Shells sold as blemished, factory seconds, clearance, as-is, used, or through an unauthorized channel. It also excludes pools used at rental, vacation-rental, commercial, institutional, public, or multi-family properties.

2 Relationship between Royal and the distributor

Royal manufactures the Pool Shell. The authorized distributor is an independent business and is not Royal's employee, agent, partner, or representative unless Royal states otherwise in a signed writing. The distributor may deliver this Warranty to the Owner and assist with a claim, but may not change, expand, or waive its terms.

The distributor or installer remains responsible for sales representations, delivery, unloading, excavation, site preparation, drainage, installation, plumbing, electrical work, equipment, decking, coping, permits, code compliance, maintenance instructions, and service work that it performs or arranges.

3 Conditions for coverage

Coverage applies only while all of the following conditions are satisfied:

- a) The Pool Shell was purchased new from an authorized Royal distributor, and Royal and the distributor have received full payment for it.
- b) The Pool Shell was transported, handled, stored, installed, backfilled, plumbed, and supported in accordance with Royal's written instructions, applicable building codes, and the current residential inground pool standard applicable at the installation location.
- c) The Owner registered the Pool Shell within ninety (90) days after installation or provides equivalent proof of purchase, serial number, model, installation date, and installation address.
- d) The Pool Shell remains properly filled with water after installation. It may be drained only with Royal's prior written authorization and under the supervision of a qualified pool professional.

- e) The Pool Shell and water are maintained in accordance with Royal's care instructions and the equipment manufacturers' instructions. Water chemistry records must be retained and provided if relevant to a surface claim.
- f) No person drills, cuts, modifies, moves, repairs, refinishes, or alters the Pool Shell without Royal's prior written authorization.
- g) The Owner gives written notice within thirty (30) calendar days after discovering a condition that may be covered, takes reasonable steps to prevent further damage, and provides reasonable access for inspection.

4 Structural coverage

Subject to this Warranty, Royal warrants that the Pool Shell will remain capable of holding water during the Warranty period. A covered structural failure is water loss caused by a fracture, crack, void, delamination, or material separation in the Pool Shell that Royal determines resulted from a defect in Royal's materials or manufacturing workmanship.

Structural coverage does not include water loss from plumbing, fittings, penetrations, accessories, equipment, installation work, ground movement, hydrostatic pressure, or another excluded cause.

5 Surface finish coverage

Royal warrants the original gelcoat surface against osmotic blistering caused by a defect in Royal's materials or manufacturing workmanship during the Warranty period. Osmotic blistering means raised bubbles in the original gelcoat caused by moisture intrusion from beneath the surface. Royal will determine whether a reported condition qualifies as covered osmotic blistering after inspection and review of the available records.

Fading, staining, discoloration, chalking, loss of gloss, print-through, minor waviness, texture variation, hairline or cosmetic cracking, and ordinary changes caused by age, sunlight, minerals, salt, or pool chemicals are not osmotic blistering and are not covered.

6 Manufacturer remedy

If Royal confirms a covered defect, Royal will choose one of the following remedies:

Provide materials and written repair instructions or authorize a qualified repair provider; Pay or reimburse a reasonable, preapproved amount for the covered shell repair;

Repair the Pool Shell at a location selected by Royal;

Provide a comparable replacement Pool Shell; or

Refund the net purchase price Royal received for the affected Pool Shell, less any lawful allowance for use where permitted by applicable law.

Royal's selected remedy is the Owner's exclusive remedy under this Warranty to the extent permitted by law. Any repair or replacement does not restart or extend the original Warranty period. A replacement may differ in model, dimensions, color, texture, or features if the original model is unavailable.

Unless Royal agrees otherwise in writing, coverage does not include diagnostic work, water, chemicals, draining, bracing, excavation, removal, lifting, freight, customs charges, disposal, reinstallation, plumbing, electrical work, decking, coping, landscaping, lodging, or restoration of surrounding property. No cost may be incurred on Royal's behalf without Royal's prior written authorization.

7 Exclusions

This Warranty does not cover a condition caused or contributed to by:

- Improper design, installation, support, leveling, backfill, compaction, plumbing, drainage, or failure to follow codes or Royal's written instructions;
- Transportation, loading, unloading, storage, lifting, handling, impact, or jobsite damage after the Pool Shell leaves Royal's custody;
- Groundwater, hydrostatic pressure, expansive soil, settlement, erosion, subsidence, soil movement, surface runoff, flooding, earthquake, fire, storm, freeze, lightning, or another event beyond Royal's reasonable control;
- Draining, lowering the water below a safe operating level, allowing the Pool Shell to float or shift, or failing to manage groundwater;
- Equipment, plumbing, fittings, skimmers, lights, jets, drains, ladders, rails, covers, automation, sanitation systems, tile, grout, coping, decks, patios, water features, spas, or other items not manufactured by Royal;
- Improper water chemistry, excessive sanitizer, metals or minerals in the water, salt-system operation outside manufacturer limits, scale, staining, neglect, misuse, abuse, vandalism, accident, or failure to maintain the Pool;
- Unauthorized repair, refinishing, modification, drilling, cutting, attachment, or use of incompatible materials;
- Commercial or rental use, relocation of the Pool Shell, or installation at an address other than the original registered address;
- Normal wear, aging, ultraviolet exposure, cosmetic variation, mold marks, print-through, minor dimensional variation, or a condition that does not impair the Pool Shell's ability to hold water; or Color or texture variation following an authorized repair. An exact cosmetic match is not guaranteed. The horizontal beam is intended to be concealed by coping, pavers, or decking. Cosmetic conditions on the beam, including color variation, crazing, mold marks, spider cracks, or surface blemishes, are not covered unless they are part of a covered structural failure.

8 Claim procedure

The Owner should first contact the authorized distributor identified on the registration page. The distributor will collect the claim information and submit it to Royal. The Owner may also send the claim directly to Royal if the distributor is unavailable.

A claim must include:

- Owner name, installation address, phone number, and email address;
- Pool model, serial number, date of purchase, installation date, and distributor or installer name; Proof of purchase and proof of full payment;
- A clear written description of the condition and when it was first observed;
- Dated photographs and videos showing the Pool Shell and surrounding area; and
- Installation, drainage, maintenance, and water chemistry records reasonably relevant to the claim. Royal may request an inspection, measurements, water testing, or other reasonable information needed to determine coverage. The Owner must not authorize destructive testing or repairs before Royal completes its review, except for temporary emergency measures reasonably necessary to prevent personal injury or additional property damage.

Royal will acknowledge a substantially complete claim and schedule any required inspection or approved work

within a commercially reasonable time. Timing may depend on weather, safe site access, parts, qualified technicians, transportation, and the Owner's or distributor's preparation of the site. The Owner must provide safe, reasonable access during normal business hours.

10 Limits on damages

To the maximum extent permitted by applicable law, Royal is not liable under this Warranty for indirect, incidental, consequential, special, exemplary, or punitive damages, including loss of use, inconvenience, lost income, diminished property value, alternate recreation, or damage to landscaping or surrounding improvements. Royal's total liability under this Warranty will not exceed the remedy stated in Section 6.

11 Other warranties and legal rights

This document states Royal's entire written manufacturer warranty for the Pool Shell. No distributor, installer, salesperson, or other person may make a warranty or promise on Royal's behalf unless an authorized officer of Royal approves it in a signed writing.

Any implied warranty that cannot lawfully be excluded is limited to the shortest duration permitted by applicable law. Some jurisdictions do not allow limits on implied warranties or exclusions of incidental or consequential damages, so some limitations in this document may not apply. This Warranty gives the Owner specific legal rights, and the Owner may have other rights under applicable law. Nothing in this Warranty excludes a right or remedy that cannot lawfully be waived.

12 General terms

- a) Severability. If a provision is held invalid or unenforceable, it will be modified only to the extent required by law, and the remaining provisions will continue in effect.
- b) No waiver. Royal's delay or failure to enforce a term does not waive that term or any other term.
- c) Changes. This Warranty may be changed only by a written instrument signed by an authorized officer of Royal.
- d) Applicable law. Mandatory consumer-protection law at the place of retail sale applies where required. Any separate rights or obligations between Royal and the distributor are governed by their written commercial agreement and do not enlarge the Owner's remedies under this Warranty.

13 Warranty service contact

Manufacturer	Royal Fiberglass S.A. de C.V.
Warranty email	royalfiberglassfactory@gmail.com
Location	Leon, Guanajuato, Mexico
Claim route	Submit through the authorized distributor or directly to the email above

Warranty registration and acknowledgment

Complete this page and retain a copy with the purchase and installation records. Registration supports claim administration but does not reduce any non-waivable legal right.

Original Owner name

Installation address

Owner

phone _____

Owner email _____

Pool model _____

Pool serial number

Pool

color _____

Date of purchase _____

Installation date _____

Authorized distributor _____

Installer name and license number if applicable

OWNER ACKNOWLEDGMENT

By signing below, the Owner acknowledges receipt of this Warranty and understands that Royal warrants qualifying manufacturing defects in the Pool Shell only. The distributor or installer is independently responsible for the installation and for products and services it supplies.

Owner signature _____

Date _____

Distributor representative

Distributor

signature _____ **Date**

IMPORTANT Keep the Pool Shell full of water. Do not drain it, drill it, cut it, move it, or authorize a repair without Royal's prior written approval.

