



## 1 Year Limited Billiard Installation Extended Service Guarantee

### Terms and Conditions

1. Leveling of pool tables guaranteed for 1 year
2. Cloth application guaranteed for 1 year
3. Cloth guaranteed against ripping or tearing for 1 year
4. New and used pool tables are covered under guarantee
5. Installation and service of pool tables covered for 1 year
6. Guarantee extends the full year regardless of claims

### Who is Covered

- The holder of this certificate must have purchased service directly through an official ABIA member pool table moving and services company or online / brick and mortar retail location to qualify for the Billiard Installation Service Guarantee.

### Length of Coverage

- The length of coverage of guarantee is 365 consecutive days after service has been done.

### What is covered

#### Leveling & Installation

(New and used pool tables less than 20 years old.)

- This guarantee covers the holder of this certificate for pool table moves, new installations and recovering services against circumstances where their pool table is moved or installed and assembled and the pool table is installed out of level due to faulty installation of the pool table.

- This guarantee covers the holder against faulty installation of pool and billiard tables for a period of 365 consecutive days after service has been done.

- In some cases (determined by installer) slates originating in China may make the guarantee unavailable to the customer.

#### Cloth

- The guarantee covers new cloth installation when added to a used pool table or cloth that comes with a new pool table against defects from the factory, tears or rips for 1 year.

- Cloth must be purchased by an ABIA member and cannot be purchased by the customer.
- This guarantee covers the play field of the pool table and does not apply to pockets where apparent tearing of the cloth is necessary for installation of the cloth, this is normal.
- Cloth guarantee will replace the material and labor cost and the same color of cloth must be used for all claims. Customer can choose to change cloth color for an added fee depending on cloth manufacturer.

### Cloth Installation

(Applies to new online or store purchases or new cloth applied to used pool tables only and does not cover moving with existing cloth.)

- This service guarantee covers cloth installation on your new pool table purchase. The guarantee ensures that your cloth will be stretched to industry standards and will be free of wrinkles for the best play experience.
- Used pool tables are not covered by this guarantee unless the purchase of new cloth is made at the time of moving or recovering the used table.

### **What is not covered**

- Tables that have been moved or otherwise tampered with after original installation where this guarantee was purchased. Tables that have been scooted or moved for carpet by anyone other than an authorized ABIA member, installation of pool table play lamps or tables that have been lifted for any reason.
- Tables that have been serviced or recovered by any technician other than ABIA members. To ensure your guarantee remains in effect you should notify the ABIA for service work done on your pool table during the guarantee period.
- Table must be in the same condition that it was when original ABIA technician service was performed. Any circumstances listed above in *What is not covered* where tables have been moved or recovered by technicians other than ABIA members void the Billiard Installation Extended Service Guarantee.
- Pool table parts such as rails, pockets, rail rubber and pool tables over 9 ft. in size, non slate pool tables and pool tables made using Chinese slate that is not honed flat.
- In the event that a service claim is made during the guarantee period and mileage applies the guarantee holder (customer) will be responsible for mileage fees if any for the return and correction of the service problem.
- Tournament or commercial style tables such as Brunswick Gold Crown tables and any other table used in a commercial environment that may or may not be coin operated.
- Any pool table used for league or tournament play regardless of style or brand.
- Leveling or cloth application problems arising out of natural circumstances for example earthquakes or floods are not covered. In some cases home insurance may cover cost of repairs in the event of a natural disaster.

## **What the ABIA will do**

- The limited extended service guarantee begins immediately after the original issuance of the service guarantee and must be registered by the customer at the official ABIA website within 5 days to be valid. If installation, cloth application problems (new cloth only) and or leveling problems arise within the 365 day period your extended service guarantee will cover leveling, installation, cloth tearing or ripping and cloth application (new pool table purchases or new cloth purchases and application) issues.
- Contact the ABIA as outlined in *How do you get service and making a service claim* in this service guarantee to make a claim and the ABIA will make arrangements to have an ABIA member set up service for the guarantee holder free of charge.
- The guarantee is valid for the entire period and does not terminate after any installation issues have been resolved.

## **How Does State Law Apply?**

- This guarantee gives you specific legal rights, and you may also have other rights which vary from state to state.

*The ABIA is a trade organization with a mission to raise standards in the billiard installation field. The responsibilities of the ABIA Billiard Installation Extended Guarantee are limited to what is described in this document and cover services only. The ABIA is in no way affiliated with any billiard companies and cannot be held liable for anything other than what has been listed in this agreement for service guarantee document. Any damages or other losses incurred resulting from other service company negligence are not the responsibility of the ABIA Installation Guarantee. Purchaser understands they are buying a third party "Limited Extended Service Contract" and are not purchasing services from the American Billiard Installers Association.*