



FROM PURCHASE TO INSTALLATION OF YOUR POOL

Here is the breakdown of what to expect!



1 PLACE YOUR ORDER

Simply hop onto www.CoolPools.com and create your pool order by selecting the shape, size, liner color, step color, and accessories you are interested in. Once we receive your order our logistics team will give you a call to chat through some details before moving forward with your new pool order.



2 SUBMIT DEPOSIT

Your CoolPools.com rep will send you an invoice for the initial 15% due to move forward with your purchase. The final three payment installments will be due once the pool kit arrives at your home!



3 SCHEDULE INSTALLATION

Time to save the date! You will work with your rep to block out 2-3 days for our installation crew to fully install your pool.



4 PRODUCTION

While your pool is being manufactured, you will activate your profile in our project management software, Buildertrend, which will keep you on track with the project!



5 SHIPPING

Your pool will be securely packed and shipped on 3-4 pallets. Destination: your backyard. The pool kit will be delivered approximately 2-10 days prior to installation, and your rep will keep you updated on delivery via the Buildertrend schedule.



6 INSTALLATION

Our excellent installation crew will arrive in the morning on all days of installation to ensure a quick and easy process.



7 BEAUTIFICATION

Once CoolPools.com leaves your backyard, it's time to design and create your ideal living space. The possibilities are endless! Check out our Pinterest page for design inspiration.



8 COOLPOOLS.COM TEAM

If at any time before, during or after the installation you have any questions, your dedicated CoolPools.com rep will be available via text, call, or email to talk through any questions or concerns. We will be here for you throughout the entire process! Give us a shout anytime at **888-866-2233** or **info@coolpools.com**, **customercare@coolpools.com**.