

# Luxury Spas Warranty

Luxury Spas provides an industry-leading 10-2-2 comprehensive warranty which means you are purchasing a spa built for years of service. Our warranty coverage includes repair or replacement of spa components that other manufacturers simply don't cover. We provide this leading warranty coverage by using the most durable components and equipment in the industry.

## **Luxury Spas Warranty Certification**

This warranty certification covers all Luxury Spas branded hot tubs which are purchased directly from Luxury Spas USA. This warranty certificate is valid from the date of sale and is non-transferable.

## **Acrylic Shell Warranty - 5 years**

Luxury Spas warrant the acrylic shell surface against water loss arising from defects in materials, including cracks, blisters, peeling, and delamination for a period of 5 years. The warranty coverage includes all parts and labor necessary for repair.

## **Electrical Equipment and Plumbing - 2 years**

Luxury Spas warrant all major spa components including the pumps, heater, and the control system against malfunction arising from defects in materials and workmanship, for a period of 2 years. The electrical equipment and plumbing warranty covers only the parts necessary for repair. Labor is not covered under the warranty. Water leaks from pump and plumbing unions are not included under the warranty coverage.

## **Spa Components - 1 year**

Luxury Spas warrant all other spa components, including but not limited to LED lights, fuses, topside control unit, diverter caps, cover clips, and jet inserts against malfunction arising from defects in material and workmanship for a period of 1 year to the customer. Includes only parts necessary for repair. Labor costs are not included

## **Spa Cover Warranty**

Luxury Spas warrant the spa cover to be free from defects in material and workmanship for a period of 90 days from the date of delivery.

## **Warranty Terms**

All warranties apply to the original customer, at the original address where the spa was installed. Your limited warranty does not include the cost of shipping parts back to Luxury Spas or to an authorized repair center. This warranty does not include costs incurred using non-authorized repair technicians. Customers must have written consent from Luxury Spas

before proceeding with any repair that is to be reimbursed by Luxury Spas. In all cases, Luxury Spas has sole responsibility for determining the cause and nature of a fault. Luxury Spas reserves the right to provide a replacement spa of equivalent value if we deem it to be necessary. In such a circumstance, the customer shall be responsible for the cost of moving and installing the new spa into position.

### **Performance**

The Customer must report any discovered fault with their spa to Luxury Spas within 10 business days. A Luxury Spas technical representative will then diagnose the issue over the telephone and may suggest possible solutions for the customer to attempt. If after these suggestions fail to resolve the issue, Luxury Spas will then arrange for a repair technician to visit the site. If the repair technician is sent out and discovers there is no issue, or the issue is not manufacturing-related, then the customer will be responsible for the service call. If a manufacturing-related issue is discovered there is no charge for the technician visit. If the technician determines that any fault is not covered under this warranty, the customer is solely responsible for the cost of any parts and or labor charges

### **Exclusions**

This Limited Warranty is void if Luxury Spas or its designated representative determines that the spa has been subjected to alteration, neglect, misuse or abuse, or freight damage caused by the common carrier; or if the failure is caused by accident, acts of God, or other causes beyond the control of Luxury Spas. Neglect, misuse, and abuse include any installation, operation, or maintenance of the spa other than in accordance with the instructions contained in the owner's manual provided with the spa, including but not limited to the failure to maintain proper water chemistry and chemical balance and the use of abrasive or improper cleaners. This Limited Warranty does not provide coverage for any item attached to or installed on the spa after the date of sale or for gaining access to any component for repair or replacement. Spa units used in a commercial application are excluded from any coverage whatsoever. Damage to headrest pillows reported beyond the day of delivery will not be covered under warranty. Headrest pillows are to be removed from the spa when not in use.

### **Disclaimers**

Except as specifically provided by law, Luxury Spas and its representatives shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the spa and cost for removal of defective product, even if Luxury Spas has been advised of the possibility of such damage. The liability of Luxury Spas under this Limited Warranty, if any, shall not exceed the original amount paid for the defective product. Coverage under this Limited Warranty shall commence as of the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond that date.

