

## Hot Tub Service and Repairs Terms and Conditions

*Nothing herein contained is intended to affect, nor will it affect a consumer's statutory rights under that Sale of Goods Act 1979 or the Unfair Contract Terms Act 1977 or any amendment thereof.*

**1. Parts / Faults.** 1a. The cost of any parts required for your hot tub is not included in the price of the service or call out (unless they have been supplied and fitted under the manufacturer's warranty.) Our technician will contact you before carrying out any remedial work. It is therefore necessary to provide a suitable contact number. If we are unable to contact yourself to confirm the charge and take payment a return visit will be applicable at the below mentioned minimum charge.

**2. Warranty.** 2a. Where there is remedial work that is covered under the manufacturer's warranty the technician will, if possible, complete this work. If this is not possible, for example if two technicians are required or parts needed to be ordered, the fault will be reported, and the customer will be contacted to arrange a return visit.

**3. Service.** 3a. Technicians will require access to water and electricity. To complete the service, the technician will require access to water. Please ensure that you make available a hose and water supply (outside tap.) The technician will always try to use our own hose but in the instance our connections do not fit the tap or water supply at your property it is the customer's responsibility to supply a suitable hose. The technician will also require access to a power supply from an outside socket or an outbuilding. 3b. Any work carried out during a service will be guaranteed for thirty days, after this time a normal call out charge will be levied if a further visit is requested. Any faults must be reported to Outdoor Living within thirty days of the date of the service. 3d. Any new parts supplied and fitted will carry a parts warranty for twelve months (unless fitted under the manufactured warranty.) 3e. If requested old/dirty filters will be taken away by the technician on the day of the service. 3f. Filters included in the service are a full set required for that model. Additional filters can be purchased at a further charge.

**4. Decking / Access.** 4a. The technician will need access to the hot tub. If decking or a hot tub which has been 'sunk' prevents them from fully accessing the hot tub they may not be able to complete a full service or carry out a repair. A refund would not be given in these circumstances. The technician should not be expected to remove any furniture or decking to gain access to your hot tub. The customer will be expected to provide access prior to the appointment. If multiple technicians are required to gain access to the hot tub or for repairs an additional charge would be applicable.

**5. Health.** 5a. If the hot tub is in such a condition that the technician feels that it would be a risk to his/her health to work on, then we are under no obligation to carry out the service or repair. A refund less travel expenses would be made in this instance.

**6. Re-visit/labour.** If a second visit is required within 30 days a minimum charge of £50 is applicable which includes the first hour, plus £50 per hour thereafter.

**7. Chemicals, Discounts and Loyalty Cards.** 7a. If chemicals are ordered at the same time as the service a 10% discount will be given when delivered on the day of the service. 7b. Any chemicals and accessories ordered from Jacuzzi Direct at [www.outdoorlivinghottubs.co.uk](http://www.outdoorlivinghottubs.co.uk) with use of the Loyalty Card discount code will receive a 10% discount. 7c. Any chemicals and accessories bought in the Leeds or Hull showroom will receive a 10% discount upon presentation of the Loyalty card. 7d. Loyalty cards are only valid for 12 months from the month of the service and will only be issued to the customer upon full payment of the service balance. (Full terms and conditions of Loyalty cards available upon request).

**8. Payment.** 8a. Payment is required 7 days prior to the day of your service or call out. If payment is not received 7 days prior, Outdoor Living reserves the right to cancel the booking and will reschedule once payment has been made. Payment for required replacement parts will need to be made before any work will commence.

**9. Extended warranties.** 9a. All domestic use 'Outdoor' branded hot tubs are entitled to extension of their warranty from 1<sup>st</sup> May 2019 when a service is booked and completed within one year of the original installation date of the hot tub. 9b. Services booked/completed after this period will not be entitled to the extended warranty. 9c. The service will include a Condition Report and Outdoor Living reserves the right to refuse the additional warranty if the hot tub does not meet the required condition or has been seen to be misused in any way or used for commercial or business purposes. 9d. Outdoor Living Limited warrant all major spa components listed as follows for a period of 1 additional year (2 years from the original installation date) to the customer against malfunction arising from defects in materials and workmanship, includes parts and onsite labour (not the call out/travel charge) necessary for repair: Air blower, Cabinet Frame & Floor, Drain valve, Flow switch/sensor, Fuses, Heater, LED lights & Controllers, Ozonator, PCB/Control Pack, Piping, plumbing jet bodies and jets, Pumps (including wet end), Topside Control Panel, Sound system including speakers, Waterfall. 9e. Parts which are not included in the extended warranty include but are not limited to: Cabinet panels, Cover, Cover Clips, Cover Lifter, Diverter or Air Controls, Filter, Filter Weir/Skimmer, Pillows & Pillow Fixings, Scent or Chemical Dispenser, Steps, Topside Decal. 9f. Extended warranties mirror that of the original conditions and limitations.