

Cover Warranty Document

This Warranty applies to the owner of a Vinyl, SunStrong or SunStrong Extreme cover installed after 1st January 2018 for domestic purposes in the United Kingdom.

We are Jacuzzi® Spa and Bath Limited (company registered number 08295533) of Old Mill Lane, Hunslet, Leeds, LS10 1RB.

This Warranty is transferrable upon the sale of a property at which the cover is located for the remainder of the warranty period set out below, to the purchaser of that property.

PRODUCT WARRANTY

As a result of the care and attention to detail we invest in the manufacture and sourcing of our spa products, we are confident that they will perform as desired for many years. However, occasionally defects do arise; should you discover a defect in your cover, we will carry out an investigation and resolve accordingly. The following warranty periods apply to your cover provided that it is purchased from us or an authorised dealer: NB - in this warranty, a year shall mean the period of 12 calendar months.

2 YEARS VINYL COVER ENCASING AND FOAM INSERTS

Vinyl cover encasing and foam inserts are warranted against defects in workmanship and materials for two years from the date of installation.

3 YEARS SUNSTRONG COVER ENCASING AND FOAM INSERTS

SunStrong cover encasing and foam inserts are warranted against defects in workmanship and materials for three years from the date of installation.

3 YEARS SUNSTRONG EXTREME ENCASING AND FOAM INSERTS

SunStrong Extreme cover encasing and foam inserts are warranted against defects in workmanship and materials for three years from the date of installation.

COVER LOCKS

Cover locks are warranted to be free of defects in workmanship or materials for 30 days following delivery.

NOTIFICATION

To obtain service in the event of a defect covered by this warranty, you should notify us either by writing or by telephone to the number below, or to your dealer, as soon as possible upon becoming aware that the fault has arisen. Upon proof of purchase, a designated service representative will correct the defect, subject to the terms and conditions contained in this Warranty.

We reserve the right, at our sole discretion, to either repair or replace any cover that is the subject of this Warranty. In the event we choose to provide a replacement cover, it will be at least of an equal value and specification to that which is being replaced. In such event shipping costs of the replacement will be our responsibility. It is your responsibility to fit the new cover to your hot tub. We are not responsible for any non factory installed components that require removal and re-fitting, or the disposal of the original cover that is being replaced.

Any replacement cover will carry the balance of the original cover's warranty.

WARRANTY LIMITATIONS

The product guarantee is only valid for products used in the United Kingdom and installed in a domestic environment.

This Warranty is void where defects occur from:

- General wear and tear, or alterations;
- Damage arising in transit;
- Damage as a result of dragging the cover across concrete or hanging it from the handles;
- Failure to provide regular cleaning and maintenance of the cover skin;
- The failure to maintain proper water chemistry and chemical balance and the use of abrasive or improper cleaning products.
- Tears, rips or any other condition resulting in damage due to misuse or anything attached to the cover;
- Damage caused by animals, vermin, mold or mildew;
- Seam stretching or other damage caused by a cover lifter fitted alongside the cover;

Some elements of the cover are made from natural materials (or man made materials replicating natural materials) which may change in the ordinary course of their lifespan; this may affect the look and feel of the cover. As such these are not regarded as defects, and include (without limitation):

- Products that have yellowed or changed colour in sunlight;
- Products that have failed as a result of the ingress of moisture that are typical as a consequence of use.

You accept liability for repair work performed by anyone other than by us or our representatives.

THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS