

JACUZZI® PROLIFT™ WARRANTY DOCUMENT

This Warranty applies to a Jacuzzi® ProLift™ cover lifter installed after 1st July 2023 for domestic purposes in the United Kingdom. We are Jacuzzi Spa and Bath Limited (company registered number 08295533) of Unit 8 Turnberry Park Road, Guildersome, Leeds, LS27 7LE

This Warranty is transferrable upon the sale of the cover lifter, for the remainder of the warranty period set out below, to the purchaser of the cover lifter, but note that as set out in the warranty limitations below this Warranty will not apply to defects arising from the cover lifter being detached, moved, transported and/or reattached by someone other than us or our authorised representative.

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 lifter, we will carry out an investigation and resolve accordingly. The following warranty periods apply to your cover lifter 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.

NOTIFICATION

To obtain service in the event of a defect covered by this warranty, you should notify us either through the support section of our website; www.jacuzzi.com 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.

REPAIR

We reserve the right, at our sole discretion, to either repair or replace any cover lifter that is the subject of this Warranty. In the event we choose to provide a replacement cover lifter, 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 lifter 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 lifter that is being replaced.

Any replacement cover lifter will have the benefit of the original cover lifter's warranty for the same duration as would have applied to the replaced cover lifter (so that the warranty periods set out above will apply from delivery of the original cover lifter and not the replacement cover lifter).

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;
- The cover lifter being detached, moved, transported and/or reattached by a person not authorised by us or our authorised dealer;
- Damage arising in transit;
- Damage as a result of excessive force or excessive weight hanging from the handles;
- Failure to provide regular cleaning and maintenance of the cover lifter;
- The use of abrasive or improper cleaning products.
- Damage due to misuse or anything attached to the cover lifter;
- Damage caused by animals, vermin, mould or mildew;

1 YEAR COVER LIFTER PARTS

Cover lifter parts are warranted against defects in workmanship and materials for one year from the date of delivery.

Some elements of the cover lifter 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 lifter. As such these are not regarded as defects, and include (without limitation):

- Products that have changed colour in sunlight;
- Products that have failed as a result of the ingress of moisture which is reasonably expected to occur ordinarily 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.

This means that you may have other additional rights outside the scope of this Warranty on which you can rely, for example under the contract applying to your purchase of the cover lifter. A summary of your key legal rights, in addition to those set out in this Warranty, is set out below. However, these are subject to certain exceptions and for detailed information please visit the Citizens Advice website www.adviceguide.org.uk.

If what you have acquired are goods, for example a cover lifter, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your products your legal rights entitle you to the following:

- up to 30 days: if your goods are faulty, then you can get an immediate refund;
- up to six months: if your goods can't be repaired or replaced, then you are entitled to a full refund, in most cases; and
- up to six years: if your goods do not last a reasonable length of time you may be entitled to some money back.

If what you have acquired are services, for example installation or repairs, the Consumer Rights Act 2015 says:

- you can ask the provider to repeat or fix a service if it is not carried out with reasonable care and skill or get some money back if the provider cannot fix it;
- if you have not agreed a price beforehand, what you are asked to pay must be reasonable; and
- if you have not agreed a time beforehand, it must be carried out within a reasonable time.