

REEF SPAS LIMITED WARRANTY

This Limited Warranty is intended for the customer of Reef Spas who purchases with On-Board-Date on Bill of Lading after January 1, 2020.

Spa Structure (5 years)

- Reef Spas warrants spa structure (refer in particular to stainless steel frame structure) against damage (rust is not included) due to defects in the spa structure for five years to the customer from On-Board-Date on Bill of Lading.

Shell Surface (3 years)

- Reef Spas warrants the shell surface to the customer against water loss due to material failure including cracks, blisters, peeling and delaminating for a period of 3 years from On-Board-Date on Bill of Lading.

Standard Equipment (2 years)

- Reef Spas warrants the spa's standard equipment (included the pump(s), heater and control system, LED lighting system and O3 generator, jets, topside control valves and pipes against malfunctions due to defects in materials and workmanship for a period of 2 years to the customer from On-Board-Date on Bill of Lading. Include only parts necessary to repair.
- Jet inserts (including stainless steel) are not warranted against discoloration or fading.
- Ozone system, pillows are warranted to be free from defects in materials and workmanship for a period of 1 year.
- Fuses, Filter cartridges, waterproof spa protecting bags are wearing parts, which are not covered by this Warranty..

Stereo (1 year)

- Reef Spas warrants the Bluetooth Stereo and speakers to be free of defects in workmanship and materials for a period of 1 year to the customer from On-Board-Date on Bill of Lading. Include only parts necessary to repair.

Cabinet (2 years)

- Reef Spas warrants the cabinets to be free from defects in materials and workmanship for a period of 2 years to the customer from On-Board-Date on Bill of Lading. Include only parts necessary to repair.
- Scratches, as well as fading and weathering from exposure to direct sunlight on the cabinet side panels are considered normal wear and tear, which will occur naturally over time, and are not defects.

Cover (1 year)

- Reef Spas warrants the spa cover against malfunctions due to defects in materials and workmanship for 1 years to the customer from On-Board-Date on Bill of Lading. Include only parts necessary to repair.
- Normal wear and tear is not a defect, when used with the cover lifter, the wear & tear for the cover's joint point will be considered normal wear & tear.

Warranty Performance

- To obtain service in the event of a defect or malfunction covered by this Limited Warranty, notify Reef Spas manufacturer as soon as possible and use all reasonable means to protect the spa from further damage. Meanwhile, send the spa serial number (located on the top of control box), a thorough description of the problem and photographs of the part with problem to the Reef Spas manufacturer. Upon proof of the purchase and the proof of the defect or malfunction, Reef Spas manufacturer will correct the defect or malfunction subject to the terms and conditions in this limited Warranty. There will be no charge for parts necessary to repair within this Limited Warranty. Include only parts necessary to repair (including the express fee). Reef Spas reserves the right to request the customer to send back the broken parts for examination (the express fee for sending back the part should be paid by user/customer).
- If Reef Spas determines the spa shell repair for the defect is not feasible, we reserve the right to provide a replacement spa equal in value to the original purchase price of the defective spa. Spa replacement is done only at the discretion of Reef Spas. Reasonable costs for the removal of the defective spa, and delivery and installation will be the responsibility of the customer. The replacement spa will carry the balance of the original spa's warranty. Spa shell surface warranty as follows: For the first and second year dated from On-Board-Date on Bill of Lading, 100% reimbursement equals to a new standard configuration spa (based on current UK price); For the third year, 50% reimbursement equals to a new standard configuration spa (based on current UK price). Balboa control system, Spa cover, step and other spa options are not included. Reef Spas reserves the right to check the replaced spa at spot and request the customer to send back the cut piece of the spa shell. If the customer does not cooperate, Reef Spas reserves the right not to reimburse.

Exclusions

- All warranties hereunder are void if the spa has been subject to alterations (including after-market accessories), misuse or abuse or any repair of the spa has been attempted by a non-certified electrician. Alterations include but not limited to, any change to the components, replacement of components or addition of components without the written authorization from Reef Spas. Misuse includes careless handling of the spa, damages caused by improper and/or non-certified electrical hook-ups, failure to operate the spa in accordance with the instructions contained in the owner's manual provided with the spa, including incorrect start-up procedures, any use
- of the spa or any of its components in an application for which it was not designed, and damage caused by improper chemical balance(including any damage to spa components caused by scale build up to due to poor water chemistry), ice in the spa, damage to the spa surface by allowing un-dissolved sanitizing chemicals to lie on the surface or if our spa has been used for commercial purposes. Spa cover is not warranted against water