

2015 Limited Warranty

- 1. 5 Year Shell Warranty** – Should a crack in the shell result in a loss of water through the shell due to defects in the spa shell, Poly Tuff Spas, will, at its option, repair or replace the shell portion of the spa. The freight costs incurred will be shared by Poly Tuff Spas and the consumer. Except where prohibited by law, 5 year warranty is defined as 5 years from the original date of purchase.
- 2. 1 Year Plumbing** – Poly Tuff warrants the plumbing harness and related components (jets, air controls and unions), against leaking due to defects in workmanship or materials for a period of **One (1) year** from the original date of Purchase.
- 3. 1 Year Equipment** – All electronic components used in the manufacture of the Poly Tuff spa, are warranted to be free from defects in material or workmanship, subject to the limitations and exclusions listed herein, for a period of **One (1) year** from the original date of Purchase. Filters, LED lights or light bulbs and pump seals are excluded from the warranty.
Consumers will be asked to provide full payment via credit card if electrical components need to be shipped for replacement. The original part must be returned within 30 days to qualify for a full refund of your payment. Poly Tuff cannot accept COD shipments. Poly Tuff will pay for the shipping for returning the defective parts. Customer will be responsible for shipping charges of replacement part to them.
- 4. 90 Day Labor**- Labor will be covered for a period of **90 Days** from original date of purchase. This does not include routine maintenance such as tightening jets, lubricating o-rings, changing/cleaning filters, chemical checks and adjustments, or anything else that would be considered routine maintenance.
Trip charges, if applicable, are not covered under the labor warranty and are the responsibility of the purchaser.

Limitations and Exclusions

This limited warranty extends solely to the original purchaser of any 2015 Poly Tuff branded product produced after January 1, 2015. It covers only the spa unit and equipment or components used in its manufacture, for the periods stated. This warranty negates or limits all other warranties, implied or expressed, except those limited by the laws of the state in which the product is used. Poly Tuff Spas does not authorize any party, including its agents, distributors, or dealers to assume for it any other obligations or liability. In no event, will Poly Tuff Spas be liable for any special or consequential damages arising from the use of the spa, nor for injury to any person, or any claim for damages arising from the use, installation, or repair of the spa, including but not limited to, water or sewage cost, water damage to surrounding areas, rooms, furnishing, or landscaping. The purchaser is responsible for providing adequate access for the spa to be properly serviced.

- This warranty does not apply to wearable items such as filter elements, fuses, pump seals, spa cover, and jet internals.
- Poly Tuff Spas reserves the right to examine photographs prior to repair or replacement.
- This warranty shall be rendered void if the spa has not been installed in strict accordance with the owner's manual provided, including being attached to an extension cord.
- This warranty shall not apply with respect to any damage caused by accident, abuse, misuse, improper installation, exposure to fire or excessive heat, acts of god, or any damage due to improperly maintained water chemistry.
- Repairs not performed by Poly Tuff Spas, or its agent, without authorization, may void warranty.
- Commercial & rental applications are excluded from all warranty coverage.
- **Warranty valid only for product produced during model year 2015**

Warranty Performance

- The purchaser must establish by dated sales slip or invoice, the date of original purchase.
- Poly Tuff Spas shall not be responsible for cartage, removal and/or re-installation labor or any other associated cost incurred in obtaining warranty service.
- All costs for removal or reinstallation of the spa, or any components, are the responsibility of the purchaser.

