

This protection applies only to repairs of Spas located in South Carolina. Repairs or Replaced components where the balance was not paid within 30 days, in full, are specifically excluded from this protection plan and all Warranties. Unless otherwise specified - this plan covers parts & labor only, defective parts are required to be returned to the manufacturer or distributor as directed by Carolina Service Group (hereinafter CSG)- **at the owner's expense**. At CSG's sole discretion, a replacement part will be installed and CSG will await return of the part from the manufacturer. Additional Fees may apply.

This warranty is a "return parts to manufacturer for repair or replacement" warranty and honored by the Manufacturer & supported in the field by CSG and their Techs, Please see the Manufacturer's warranty for specifics of the Manufacturer's warranty; which typically exclude labor, trip charges &/or postage/shipping. During the covered labor period, if any, a warranty exchange fee to cover freight, postage, and other costs. Fees incurred in swapping are Currently Estimated at \$25 per item. If the Manufacturer of any part refuses to repair or replace, CSG, at their discretion may warranty it or provide low cost alternatives.

THIS PLAN APPLIES ONLY IF ITEM IS REPLACED AND PAID IN FULL - Inclusive of Parts and ONLY parts purchased through and installed by CSG. Labor Charges will apply unless you purchase a labor warranty. If the part is purchased through CSG and was installed by CSG or their Techs via Spa Warranty Services or CSG, a guarantee of labor is applicable.

CSG warrants the installed components, specifically against malfunction or loss of operation due to defect in workmanship and materials, to the customer for the period specified by the Manufacturer, from the original date of purchase. It is the customer's responsibility to maintain a copy of the receipt. At no time does your registration permit the waiver of this proof of purchase requirement.

If a leak was repaired, CSG merely warrants that with a due diligence inspection, all leaks were repaired that were evident to the Technician on site, at that time. CSG does not warranty ALL leaks were repaired - only that a repair was conducted and that after the repair, that particular site was not leaking when the technician left the site. Additionally, just because a tech found one leak and repaired it- we in no way guarantee there was not another leak the technician did not locate. We provide No Warranty whatsoever for "repair jobs". i.e. No warranty is provided on a leak repair job where parts were not replaced in their entirety. A repair job is defined as chemicals, synthetic or otherwise - repair material, putty, silicone or patch material utilized to prevent or stop a leak. If a leak should occur in an inaccessible spot it is the customers responsibility to make this accessible to the engineer or additional charges may apply. Customer agrees onsite Technicians may cut obstructions or paneling to make the interior of the spa accessible and shall not be held responsible for repairs or reconstruction & or replacement of the obstruction to include, but not limited to, paneling (e.g. in deck placement – technician cuts a panel to access the repair site – CSG or the technician will not be responsible for repairing or replacing the cut material.) Return trips, inadequate access surcharges and additional labor charges may apply in certain instances. At no time shall a fixed "Non hourly" Labor quote be provided in a limited access situation unless requested prior to service being provided. ALL QUOTES MUST BE PROVIDED IN WRITING.

* "On-site" labor ("on-site" labor does not include travel costs to the hot tub, this will be charged on a per trip basis and must be paid up front and is current price posted on website. † No Warranty other than what is stated herein is expressed or implied.

Authorized upon Payment in Full- Corporate /s/

Agreed-_____ (Customer)