

This document refers only to Spa repairs in South Carolina by Carolina Service Group (CSG). NOTE: Repairs or Replaced components where the balance is not paid within 30 days, in full, are specifically excluded from this protection plan or any warranty. Unless otherwise specified - a warranty covers parts, & requires defective parts returned to the manufacturer or distributor- at the owner’s expense. At CSG’s sole discretion, a part may be replaced with stock parts & CSG will submit for Factory replacement.

*This warranty is a “return parts to manufacturer for repair or replacement” warranty and honored by the Manufacturer & supported by CSG- **THEREFORE RETURN TO FACTORY SHIPPING COSTS MUST BE PRE-PAID BY CUSTOMER FOR ALL RETURNS.** Please see Manufacturer’s warranty for specifics of the part 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 incurred in swapping will apply. If the Manufacturer of a part determines failure is excluded and not covered, CSG, at their discretion, will provide low cost alternatives.*

A WARRANTY 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 separate labor warranty (\$10 monthly). If the part is purchased through CSG and was installed by CSG or their Techs via Spa Warranty Services or MySpaGuy, a guarantee of labor is applicable.

The respective Manufacturer 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.

During the Manufacturer’s warranty, labor will be provided per the rate payable by the manufacturer. If Labor is excluded by the Manufacturer’s warranty, a courtesy rate cap of \$50 per replaced item will apply. If the manufacturer determines the parts failure is not covered under their warranty – CSG may, at their sole discretion, provide coverage. After the expiration of the Manufacturer’s Labor warranty - labor will be provided with a rate cap of \$50 per tech, per hour. Labor Cap Restrictions do not include applicable travel or trip charges of \$89 or parts swapping fees of \$25 (if not paid by the Manufacturer)

The warranty is only valid to the original purchaser and does not cover: Acts of God, damage caused by neglect, misuse, abuse, improper electrical connection or incorrect water chemistry. Wear and Tear Items are specifically excluded and are determined and defined by the Manufacturer. Free Accessories or parts, Lights, Seals, Gaskets, Pump Air/Vapor Locks, Adjustments, GFI resets, Leak Repair/ Patches, OR items for which you are not charged - are not covered by any Warranty or Guarantee and are chargeable.

When installing the hot tub within or on decking or a patio - the service door must be accessible for repair. If a malfunction should occur in an inaccessible place it is the customers responsibility to make this accessible to the engineer, and the technician is not responsible for repairs if inaccessible. Return trips, inadequate access surcharges and additional labor charges may apply in certain instances. Quotes must be requested prior to service being provided and ALL QUOTES MUST BE IN WRITING.

* "On-site" labor ("on-site" labor does not include travel costs to the hot tub, this will be made on a costs ONLY basis and must be paid up front and is the then current price posted on the web. A Travel Cost is per failure or occurrence.) † No Warranty other than what is stated herein is expressed or implied.

Authorized upon Payment in Full- Corporate /s/

Agreed-_____ (Customer)