

## Tub Care LTD Warranty Terms -



All Warranty terms below are as of the date of installation

### Pump Parts - Lifetime

Tub Care warrants to the original retail purchaser the spa side equipment pack (pumps) should the component fail or malfunction due to defects in material or workmanship for a period of a lifetime (valid only while being signed up to OCare for 6 months or more). In year 2 a call out charge is applicable as per call out charge terms stated below

### Procedure

Once a warranty pump ticket is raised regarding the broken pump, this pump is required to be posted to us prior to any new pump being shipped to you by TubCare - Unless the new pump installation is in conjunction with a paid call out / servicing from ourselves.

### Exclusions

This warranty does not cover damage caused by misuse, lack of maintenance, and act of god or lime scale deposits. All warranties are void if the spa is placed in a commercial or rental property (excluding Holiday Let Spas). Tub Care is not responsible for any damage caused by alterations or modifications by the user. All warranties here under are void if the spa has been subject to chemical misuse or chemical imbalances, alterations or modifications

### Warranty Claim/Aftercare Procedure

All warranty claims must be registered by following the Warranty link on our website at [www.tubcare.co.uk](http://www.tubcare.co.uk)

If it is determined that the malfunction is not covered by the limited warranty, the cost of the service call is solely the responsibility of the purchaser.

