



### **Warranty Policy:**

All products sold are subject to their manufacturer's warranty. Products manufactured by United Spas, Inc. are subject to the limited one-year parts warranty printed in every user's guide, and posted on our web site.

We are happy to submit warranty claims on behalf of our customers to the manufacturers of the products we sell within the first year from the date of purchase (except for manufacturers that work directly with the installer/dealer/consumer like Del Ozone).

Any item(s) to be sent back for warranty evaluation, must have an accompanying RMA number! Call or e-mail United Spas to request an RMA number for any product that is under warranty (within 1st year) and suspected to have manufacture defect. If you are calling regarding a United Spas control box, or a part that was sold as part of a United Spas control system, we will need the serial number from the control box when you contact us to request the RMA#. RMA's will only be issued if an accurate description of the failure/defect can be provided. Once obtained, write the RMA# and your contact information both on the box you are returning the part(s) in, and on a note inside the box. Control Boxes and Pumps have serial numbers that allow us to determine warranty eligibility, but for all other items proof of purchase (a copy of your invoice) will also be required to be included in your RMA box. It is extremely important that all RMAs sent back to us are made with a carrier that provides you with tracking information. We are not responsible for any RMA packages sent back that may become lost in traffic.

Most industry manufacturers (Waterway, Del Ozone, Laing, etc.), including United Spas, stipulate in their warranty that any product in question must be sent back 'freight pre-paid'. This means it falls upon the dealer/serviceman/consumer to cover the costs of shipping.

Most industry manufacturer's policy is to issue credit for parts sent back, once they have received them, tested them, and confirmed defect. Once the manufacturer issues credit, we post a credit for the amount that was originally paid for the part(s) in question to your account, good toward your next order(s). For parts manufactured by United Spas, replacements may be requested in lieu of credit when the RMA number is requested.

Replacement parts/credit will not be issued until the parts in question have been received, evaluated, and found to have defect. This is our policy, and that of all the manufacturers whose products we distribute.

With regard to our controls, you can ensure customers that buy equipment from you experience little to no downtime in the event of a warranty issue arising by simply purchasing a United Spas Serviceman's Kit. For less than \$200 you can have a spare of every component in our C5 controls (except the heater or pressure switch), and be able to offer your customer's something online retailers can't: the ability to service the product you are selling on the spot. If you sell at least one control a month, you should have one of these kits on every service vehicle. This kit is sold at our loss as a service to our customers so that they can have an affordable means to offer their clients timely service, however, due to abuse by some of our customers, this item is now currently only available by phone (so we can keep track of sales to avoid further abuse).