

Return & Payment Policies

- All sales are final and special orders are final and paid 100% upfront.
- A special order is anything we need to order. All labor charged is final and non-negotiable.
- Any installed parts are non-refundable.
- Any Warranties of any kind due to manufacturer defect and policies unless you purchase an onsite repair or replacement warranty package.
- The consumer is responsible to pay Aquatic Technologies for any labor removing and or any part which the manufacturer will refund or replace. All parts must be returned by the consumer at the consumers expense before refund or replacement part is issued
- Aquatic technologies Inc is not responsible for any other parts on your hot tub or pool which may brake during any service due to cold temps. or old or warn parts
- A extended warranty is available for any product or service

- Any and all spa covers or spas, cover lifts etc, are not refundable and cannot be returned for any reason other than manufacturer defect.. If we measured and ordered your cover we are not responsible for any defects, errors or otherwise imperfect details on such a cover. We are not the manufacturer or the distributor.
- Any products that need to be returned due to manufacturer defect require an RGA or a returned Goods authorization. All returns must come in their original packaging and protective barriers with proper return information part numbers, invoicing, receipts Etc.
- Upon return, if we cannot identify your problem or find any broken parts which may be covered under warranty and your parts bench test and pass our inspection the parts will be sent back to you and you will pay for the shipping again before it is resent back

ALL RMAS ARE TO BE REQUESTED VIA EMAIL

AT aquatictechnologies1@gmail.com

Any and all returns if approved are charged a 30% restocking charge. (to be deducted from your credit) unless you reorder the equivalent parts or amount equal to your original purchase.

by emailing aquatictechnologies1@gmail.com in the subject heading put your order number or transaction number and your RMA request we will reply all returned shipping fees are the customer's responsibility any and all hot tubs covers and or cover lifts on non-returnable any Replacements will be issued by the manufacturer please do not send any products back to Aquatic Technologies however we will assist you with all approved returns.

There are no refunds on any service or labor any service calls will be signed for an agreed-upon on site and are non-refundable under any circumstances.

There are no exceptions. It is unlawful to pass a bad check or to stop payment in a credit or debit card purchase unless you did not receive your parts or items in a timely fashion. Generally 3 to 10 business days, whichever you paid for. If you are not satisfied with our services please let us know and give us a chance to make it right. You do not have to use us

again but it is illegal to reverse charges on a credit or debit card or check because you are not satisfied with any service. You are required to sign our service agreement (s) and your CREDIT OR DEBIT CARD ELECTRONIC SIGNATURE. That is you agreeing to services and or purchase. You will be prosecuted to the fullest extent of the law if you knowingly cancel payment after receiving services.