#### **Aquatic Technologies Inc.**

#### **Return Policies & More**

“Return Policy ( all policies are subject to Change)”

All hot tub or swimming pool chemicals or supplies are non refundable and cannot be returned.

 All hot tubs, installed parts or opened hot tub parts, swimming pool parts and like products, services, parts sales are final. All manufacturer warranties are in full effect.

All Special ordered hot tubs or delivered hot tubs are non refundable.

If the purchaser picks up or delivers there own hot tub for any reason, any structural or cosmetic electronic or otherwise warranties will be void.

Any factory Left over, pre delivered, scratch and dent hot tubs are sold as is.

You can buy a 1 year extended warranty through Aquatic technologies Inc.

Any used or Refurbished hot tub or part you may purchase warranty is 30 days on the plumbing, 1 year on any part or component we installed as new. The shell, jets and cabinet or structure are as is. If you have a new cover it has a limited 3 year manufacturer warranty. If you have a pre- owned original cover it is as is.

We reserve the right to offer other return and business policies than any manufacturer. We are not the manufacturer.

In any special circumstances this policy is subject to change.

If a return or refund is allowed, there is a 40% non negotiable restocking fee policy. If you return a hot tub with our authorized permission In writing, the labor and return is the purchasers responsibility and the refund will only be given in a store credit or applied to another purchase. That purchase must be all at once. Any hot tub returned to us without our written permission will be refused and or reported to the local authorities as abandoned.

Any installed parts in “your” repaired hot tub if we provided such a service for you, manufacturers warranties do not include labor fees which are charged onsite for any removal or installation of parts or hot tubs of any kind due to manufacturer defect unless you purchase labor warranty. An extended warranty is available for any product or service.

Any and all spa covers or spas, cover lifts etc, are NOT refundable. 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 and testing fees before it is shipped back to you.

All RGAS ( return goods authorization) ARE TO BE REQUESTED VIA EMAIL AT [aquatictechnologies1@gmail.com](mailto:aquatictechnologies1@gmail.com) only. Any verbal agreements, text messages etc. Are not acceptable forms of communication for customer complaints,  returns etc. Text messages are used in general for simple communication purposes and are not recommended for emotional communications such as technical issues etc.

Any and all returns if approved are limited to a store credit only. Please send all requests in writing to

[aquatictechnologies1@gmail.com](mailto: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 by the manufacturer. 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.

Thank you for your business

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Customer signs for all purchases or services.