

Sunrans/Oasis Hot Tub Warranty Coverage

1) Date of Warranty Commencement

The warranty becomes effective on the date of hot tub delivery.

2) Warranty Terms & Conditions

- **2 years:** hot tub structure
- **2 years:** acrylic surface
- **2 years:** electronic equipment and controls
- **2 years:** plumbing components

3) Warranty & Labor

- Labor warranty is available only during the applicable **2 year** warranty terms.
- Transport charges for spas are **not** included.
- Labor reimbursement: **\$100.00 per hour** (maximum).
- After the first six months, a ****trip charge**** of one hundred twenty-five dollars applies to each service visit and is the customer's responsibility.

We Do Not Provide Warranty Labor for:

- Pillows, diverters, jet inserts, replacement screws
- Skirt trim cover replacements

Parts Provision: We will supply new parts during the warranty process upon receipt of relevant photos as evidence of damage or repair requirements.

4) Warranty Void Conditions

This warranty is void if product failure or defect is attributable to any extrinsic cause, including: accidental damage, improper use, modification, adaptation, neglect, wear and tear, improper installation, drops or falls after delivery, improper connection with any peripheral, or an external electrical fault.

5) Sales policy

All hot tub sales are final. Hot tubs may not be returned for a refund, credit, or exchange because of change of mind, color preference, size, delivery delay or any other reason.

6) Service Contact

Phone: Vergie Slover 603-235-1773

Email: vergie.universalfactorydirect@gmail.com