



OUR TEN POINT SPA CUSTOMER SATISFACTION GUARANTEE

Pool Works, Inc. wants you to be satisfied with all aspects of your hot tub purchase, from the first contact, the set-up and orientation and the years of enjoyment to come. Our staff will strive to meet this goal to help ensure you are able to get the maximum amount of pleasure from your spa.

- 1. SATISFACTION WITH YOUR SPA** If within the first 30 days of delivery you are not satisfied with your new spa, Pool Works, Inc. will either exchange it for a new model of equal value or refund the purchase price.* Delivery charges, finance charges, construction, electrical, crane fees, water, or any other costs are not included in the refund.
- 2. TRADE-UP PROGRAM** If within the first 30 days you decide to trade-up to a more expensive model, Pool Works, Inc. will exchange your hot tub and apply the full purchase price towards the new model.* You will be responsible for the difference and applicable sales tax, construction, electrical, crane fees, water, or any other related costs.
- 3. PRICE PROTECTION** If within 90 days of the date of purchase of your new spa you see Pool Works, Inc. advertise the same hot tub at a lower price than you paid, Pool Works, Inc. will refund the difference back to you. This refund will be in the form of an "in store" credit. Advertising of discounted spas that are year-end closeouts, final sale models, used and refurbished, blemished, display models, or a model that the manufacturer has changed in features or pricing are excluded from this policy.
- 4. WARRANTY SERVICE PROTECTION** Pool Works staff of certified service technicians, *not a third party*, will provide parts and technical labor to perform all warranty work on your spa under the conditions set forth in the consumer warranty provided by the manufacturer in the most expedient and timely manner possible.
- 5. IN-HOME ORIENTATION** If we deliver your spa, you will receive an in-home orientation on the operation and proper chemical maintenance for your new spa. We also offer free in-store orientation and water testing at any time.
- 6. DEPOSIT PROTECTION** Your deposit is fully refundable for any reason before spa is delivered. (Excludes special orders.)
- 7. FREE ONE TIME MOVE OF YOUR SPA** If you need your new spa moved, Pool Works, Inc. will move it free one time within a 20 mile radius of the original site, for a period of three years from date of purchase. Free move does not include the cost of any electrical, site preparation, water, crane fees, removal of deck rails, doors, windows, fences, or any other site situations that may hinder the movement of the hot tub.
- 8. INSTALLATION OF ACCESSORIES** When you purchase accessories from Pool Works for you new spa, such as a cover lift, towel rack, handrail, or any other attachable item to the hot tub, Pool Works, Inc. will install them at no charge at time of initial delivery of your new spa.
- 9. FREE WATER ANALYSIS** Throughout the ownership of your spa, bring in your water with each new fill for correct balancing and recommendations on keeping your water in optimal condition for your enjoyment.
- 10. LIFE TIME 10% DISCOUNT ON SPA CHEMICALS** When you purchase a spa from Pool Works, you can enjoy 10% off all your spa chemical purchases.

QUALIFICATIONS AND LIMITATIONS The policies of this program are subject to the following: The purchase of hot tubs that are close-outs, final sales, used, blemished, or display models are excluded from this policy. Pool Works, Inc. reserves the right to alter or amend this policy at any time without notice. *Spa must be in like new condition for return or exchanges.