

Spa-N-A-Box & Spa2Go UK Warranty



The Spa-N-A-Box & Spa2Go are covered by a 1 year limited parts Return to base warranty.

All warranty claims must be made to Somerset Hot Tubs on 01934 412320.

The warranty conditions are as follows;

1. Day 1-30

Within the first 30 days of purchases if there is any failure with the spa the customer needs to call **Somerset Hot Tubs on 01934 412320** or email info@spa-n-a-box-clp.co.uk to file a claim. The customer must have proof of purchase from the retailer and the spa serial number (found on your invoice or power pack unit of the spa) in order to verify the claim.

Phone lines are open between 10:00-17:00 Monday to Friday.

Once the claim is verified the customer will be sent within 3 working days a new or like new item or asked to return the faulty part or item for repair, a call tag will be issued for the defective item. Within the first 30 days of purchase the customer will not be charged anything for delivery or collection of the faulty part. A defective power pack must be returned to Somerset Hot Tubs within 10 working days of delivery of the replacement. Failure to return the power pack within allotted time will result in a charge for the new power pack.

2. Days 30-90

If there is any failure with the spa after the 30 day period the customer will need to verify the claim with **Somerset Hot Tubs on 01934 412320** or email info@spa-n-a-box-clp.co.uk as in (1). The customer will be charged a £50.00 service charge to cover the cost of processing, delivery, and collection of the replacement item. A replacement item will be dispatched to the customer within 3 working days, or the customer will be asked to return the item for repair, power packs must be returned to Somerset Hot Tubs as 1 above.

3. Second fault within Days 30-90

If within 90 days of repair the unit should have another similar fault the customer will not have to pay another service charge.

4. After 90 days

After 90 days any reported faults are liable to a £50.00 service charge to cover the collection and return delivery of the defective item following repair. Faults must be reported to **Somerset Hot Tubs on 01934412320** or email info@spa-n-a-box-clp.co.uk Proof of purchase must be provided along with the power pack serial number as in (1) above.

Proper water chemistry must be maintained at all times, PH must be kept between 7.2 – 7.6ppm and water hardness between 150-300ppm

The UK warranty is valid for one year from date of delivery within the UK only
All warranty claims should be filed with the Somerset Hot Tubs on 01934 412320
Or email info@spa-n-a-box-clp.co.uk

The warranty is null and void if the Spa-N-A-Box or Spa2Go are used for commercial purposes