

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1. Warranty

The following warranties (Warranty) are offered by Adelaide All Spas ABN 40 067 215 301 in addition to the guarantees provided under the Australian Consumer Law in relation to **Sunspa and Fox Spas** spa products ("Products") purchased from Adelaide All Spas only. This additional warranty applies subject to the conditions and exclusions below, and in addition to any compulsory statutory warranties which may apply to this product. The additional warranty periods specified below commence on date of purchase of the Products

1.1 3, 6 and 10 Year Structural Warranty

Adelaide All Spas warrants the structure of the spa shell against loss of water caused by defects in workmanship and materials for a period of three (3) years - Enjoy Range, six (6) years – Luxury Range, ten (10) years - Platinum Range on a pro-rata basis as follows:

Number of years since purchase	Extent of additional warranty coverage *		
	Enjoy Range	Luxury Range	Platinum Range
0 to 1 year	100%	100%	100%
1 to 2 years	67%	85%	90%
2 to 3 years	33%	67%	80%
3 to 4 years	-	50%	70%
4 to 5 years	-	33%	60%
5 to 6 years	-	15%	50%
6 to 7 years	-	-	40%
7 to 8 years	-	-	30%
8 to 9 years	-	-	20%
9 to 10 years	-	-	10%

*the higher value is for the first day of the year since purchase and then diminishing to the lower value on a pro-rata basis for each day after that.

1.2 2 Year Acrylic Warranty

Adelaide All Spas warrants against loss of water through the acrylic spa surface and also warrants the acrylic surface against cracking, bubbling, blistering and delamination caused by defects in workmanship or materials for a period of two (2) years. This warranty does not cover damage or discolouration of the acrylic spa surface caused by heat or exposure to the sun.

1.3 2 Year Jet Warranty

Adelaide All Spas warrants jet faces and fittings for a period of two (2) years against defects in materials and workmanship. Bearings are a replaceable service item and are not covered. This additional warranty excludes damage to jets caused by foreign matter. Jet faces must be returned to Adelaide All Spas for inspection and replacement and this warranty is limited to the supply of parts only.

1.4 2 Year Pump and Electrical Equipment Warranty

Adelaide All Spas warrants the pump(s) and electronic control unit against defects in workmanship and materials for a period of two (2) years. One (1) year after purchase the warranty is limited to the supply of replacement parts only excluding labour. Sound systems, speakers, control touch pads, air blowers, heaters, UV units and ozone units are limited to one year warranty. Air blowers and sound systems damaged by water are not covered by this warranty.

1.5 2 Year Plumbing Warranty

Adelaide All Spas warrants all plumbing fittings and pipework against leakage for a period of two (2) years.

1.6 2 Year Cabinet Structural Warranty

Adelaide All Spas warrants the structure of the cabinet against failure to support the spa due to faulty workmanship and materials for two (2) years. Warranty excludes fading & damage caused by misuse, poor maintenance & direct sunlight exposure.

1.7 2 Year Spa Cover Warranty

Adelaide All Spas warrants the spa cover against defects in materials & workmanship for two (2) years. Warranty excludes fading & damage caused by misuse, poor maintenance and direct sunlight exposure.

2. Conditions & Exclusions

2.1 This additional warranty will be made void if:

2.1.1 the customer fails to comply with the directions set out in the following documents provided upon delivery of the Products:

- (a) Sunspa and Fox Spas Owners' Manual;
- (b) Control System Operating Manual; and
- (c) Any other documents and data supplied by Adelaide All Spas at the time of purchase or delivery.

2.1.2 The spa is used for commercial purposes.

2.2 This additional warranty does not cover damage to the Products caused:

- 2.2.1 by termite or pest damage in or around the location of the Products;
 - 2.2.2 during installation undertaken by a third party to Adelaide All Spas;
 - 2.2.3 by an act of god;
 - 2.2.4 by or in relation to unauthorised maintenance, repairs, alterations or modifications; or
 - 2.2.5 by abuse, misuse or neglect.
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2.3 The cost of repairs or replacement under this additional warranty is limited to an amount equivalent to the amount paid for the Products by the customer.

2.4 This additional warranty excludes any incidental or consequential losses or injuries including but not limited to any building related costs.

3. Coverage of Warranty

3.1 Adelaide All Spas extends this warranty to all new **Sunspa and Fox Spas** products purchased from Adelaide All Spas. The benefit of this warranty cannot be transferred or assigned and is only valid whilst the spa is owned by the original purchaser. To be valid, the spa and associated products **MUST** be paid for in full. Adelaide All Spas will record the purchase details of the original purchase.

3.2 Adelaide All Spas retains sole discretion to repair or replace a defective Product in response to a claim under this additional warranty (subject to the application of the consumer guarantees). Where Adelaide All Spas elects to replace a defective part or spa, a substitute product of equal or greater value may be used.

3.3 The warranty period for any repairs or replacements will expire at the same date as the original additional warranty. If on-site repairs are required, the purchaser is responsible for providing full access to the spa for warranty service. If an off-site repair or replacement is required then all freight, removal and replacement costs shall be borne by the customer. If the purchaser lives further than 30 kilometres from an Adelaide All Spas retail outlet, or if warranty work is carried out by a service agent other than one authorised by Adelaide All Spas, the customer will be charged for travel and transport costs.

4. Claims Procedure

In order to make a claim under this additional warranty, please contact Adelaide All Spas. The cost of making a claim including telephone calls or postage will be reimbursed upon acceptance of a claim under this additional warranty.

Our contact details are:

Phone: (08) 8258 5808

Postal Address: PO Box 119, Glen Osmond SA 5064

Website: www.allspas.com.au - for warranty claim procedure/form