

WARRANTY

WARRANTY CLAIMS

To register your warranty, visit clevercompany.com/support/warranty and complete the form within 28 days of purchase. The warranty will start from the date of purchase which must be verified by proof of purchase.

For up-to-date troubleshooting advice, technical information and FAQs please visit our online help centre at support.usa@clevercompany.com.

WARRANTY CLAIMS

Before making a claim, we may be able to answer your query, simply visit clevercompany.com/support/cleverspa-faqs for further information.

If the FAQs don't solve the issue and you need to make a claim, please ensure that you have registered your warranty and contact us by email at: support.usa@clevercompany.com. Our dedicated Aftersales Team will endeavour to answer all messages within 48 hours.

RETURNS

CHANGED YOUR MIND AND NEED TO RETURN YOUR HOT TUB?

PLEASE FOLLOW THE BELOW INSTRUCTIONS:

- If you have purchased a CleverSpa® and have simply changed your mind, follow the retailers instructions for returns. You will need to register your warranty at: clevercompany.com/support/warranty and will require proof of purchase.

DEFECTIVE ITEMS

If your item is defective in any way, i.e. it doesn't work but you can't identify why, in the first instance please consult our FAQ section at clevercompany.com as there may be a simple solution to the issue, if this does not help to resolve the issue, email: support.usa@clevercompany.com for assistance.

DAMAGED ITEMS

If you receive an order with obvious shipping damage from the retailer, then we suggest the delivery is refused. If the delivery has been accepted and then shipping damage is found, please follow the specific instructions advised by the retailer.

In all circumstances please save all packaging material and paperwork for the order. Please be aware that if you dispose of packaging material or attempt to return the merchandise without contacting the fulfiller, you jeopardise your chances of making a claim, and you may not receive a credit for the return.

LIMITS OF RESPONSIBILITY

CleverSpa® accept no responsibility for misuse or user damage and/or loss of parts incurred during operation or use of the CleverSpa®.

This warranty relates to all CleverSpa's bought in the US and covers the following areas:

- **CleverSpa® Pump Heater: 12 months from the date of purchase**
- **CleverSpa® Cover & Liner: 6 months from the date of purchase**

This warranty is not transferable if the goods are resold after the original purchase.

Your CleverSpa® is designed and manufactured for domestic use only. The CleverSpa® Warranty does not extend to any commercial businesses operating in the rental of CleverSpa® hot tubs.