



# Annual Service: Terms & Conditions

## 1. General

These Terms and Conditions apply to the Annual Service Prebook Contract Agreement (the "Agreement") between Hot Tub Care Ltd ("Us", "We", "Our") and the Customer ("You") and shall continue to apply unless specifically agreed by Us in writing. For the purposes of these terms and conditions, This Agreement does not extend the terms of your Product warranty, for which You should refer to your individual warranty document.

## 2. Price

The price of the Agreement must be paid in full to Our engineer prior to him/her completing the service. The price quoted is inclusive of VAT.

## 3. Payment

In order to provide the Agreement, We require full payment to Our engineer prior to completing the service by debit/credit card, cash or cheque. Credit cards may be subject to a 2.5% transaction charge.

## 4. Annual Service

We agree to carry out the Annual Service 23 point check as an annual health check for your Spa. On completion Our engineer will stamp your hot tub service log to show your first annual service has been completed. This log should be used to record subsequent annual services.

If the spa was supplied by Hot Tub Care Ltd, and if an annual service is shown to be completed every year by Us, then We agree to transfer the remainder of any manufacturer's warranty to a third party should you choose to sell your Spa. In transferring the warranty, You agree to provide the third party with the hot tub service log, all Annual Service paperwork and provide us notice in writing of the buyer's details in advance of selling your Spa.

Please be advised that the annual service does not extend the terms of your warranty. The service is primarily to ensure that your Product is annually inspected, cleaned and sanitised. However if attending your site a fault is diagnosed, then we will quote you for a repair.

## 5. Term and Termination

Upon completing the pre-book contract, We will provide You a £25.00 voucher which You may use against any Hot Tub Care Ltd order. This voucher is valid for a period of 3 months from the date you sign the agreement. You will not be entitled to offset this amount against any delivery charges, parts and labour or any other chargeable item from Hot Tub Care Ltd. Please be advised there will be no cash alternative for the voucher. Should You use the voucher but fail to book a TCAS service within 12 months of the request form, We reserve the right to charge back the £25.00 voucher along with a 20% administration charge. Furthermore failure to book a TCAS service within 12 months shall mean that your warranty will not be transferable to a third party. You may cancel this Agreement at anytime by giving Us notice in writing and returning the unused £25.00 voucher or making a payment to cover this amount.

## 6. Important information

- This Agreement does not apply to a Spa used for any commercial, rental or club purposes.
- This Agreement shall only cover Products used in England & Wales and shall not extend outside of these geographical areas.
- This Agreement applies only to the original purchaser and terminates with any transfer of ownership.
- Any repairs or alterations performed by anyone other than an authorised service representative, unless by prior permission will invalidate this Agreement.
- We will not be liable for any damage to property or personal injury unless it results due to the acts or omissions of our representatives.
- You must do all You reasonably can to keep the costs for providing this service as low as possible.
- Nothing in this agreement affects your legal rights.

## 7. Data Protection

In administering this Agreement We take your name, address and other details which will be held on a computer to process your purchase, provide after-sales service and to maintain warranty records. We may pass your details to your product manufacturer or another carefully selected organisations to provide the products or services purchased or after-sales service.

We would also like to send You details of other products and services and information which We believe will be of interest to You from Tub Club. If You do not wish to receive information about other products and services, please write to Hot Tub Care Ltd.

## 8. Contact Information

Hot Tub Care Ltd  
Stockbridge Road  
Sparsholt  
Winchester  
SO21 2NA  
Tel: 01962 776 766  
Fax: 01962 776 765

If You require literature from us in an alternate format, such as large print, please contact us on 01962 776766.