

## Products Purchased

As a retailer Arctic Hot Tubs agrees to sell and support products in accordance with all parties that govern health & safety and consumers.

Products purchased from Arctic Hot Tubs retail stores, warehouse and [www.arctichottubstore.com](http://www.arctichottubstore.com) are subject to the terms and conditions set forth in this document.

## Pricing and Payment Terms

Arctic Hot Tubs will accept Visa, Mastercard, American Express and Debit Cards for in store transactions related to purchases such as but not limited to accessories, chemicals and replacement covers.

Custom orders are subjected to a minimum and a maximum deposit. Custom covers will require a minimum 50% deposit with the balance being paid prior to delivery or pick up of the item by one of the previously mentioned forms of accepted payment.

Larger purchases such as spas, all weather pools, and structures will require a minimum deposit per item ordered as per your signed appendix at time of purchase. All balances owing will be paid at the time of delivery. Balances are paid by either cash or certified cheque. Credit card transactions will be subject to a minimum 4% processing fee on the remaining balance.

## Delivery & Shipping Terms

Items being delivered by Arctic Hot Tubs and its representatives are done so based upon agreement with the customer for a specific date. Specific delivery times will not be provided. Balances owing on products being delivered must be received prior to delivery with the exception of spas, all weather pools and structures where the balance owing must be paid in full prior to the product being removed from trucks and trailers.

Items being ordered through [www.arctichottubstore.com](http://www.arctichottubstore.com) or requests made by the customer will be subject to the terms and conditions set forth by the third party shipper and may be subject to additional charges.

## Return & Refunds Policy

Customers have 30 days from the date of purchase to return eligible items. Items deemed eligible for return must be unused, in their original packaging (packaging not torn or ripped) and must include all parts and documentation.

Some items deemed not eligible for return or refunds are spas, all weather pools, structures, and spa chemicals. Spa Chemicals are not eligible for return due to health and safety concerns

All electronic items (e.g., pumps, heaters, control panels, motherboards) are subject to a 50% restocking fee if returned within the 30 days from the date of purchase and unused. Outside of 30 days and if products have been used no refunds will be processed.

**Sale of Custom Ordered Products**

Custom ordered products such as spas, all weather pools, structures or custom ordered covers are subject to loss of deposit should the customer choose to cancel their order regardless of time frame.

Once your order arrives at our warehouse or any retail location you have 30 days to either pick up or take delivery of the product. Should the product not be delivered or picked up within 30 days payment must be made in full and you will be subjected to storage fees.

**Limitations of Damage**

Should a product or item be damaged you must notify Arctic Hot Tubs immediately so the issue can be resolved. Returning of items that are deemed damaged may be subject to additional fees for pick-up or delivery.

Arctic Hot Tubs and its representatives are not responsible for any damage caused to personal property or person from shipping or delivery of any and all products purchased. Items delivered by third parties are subject to their own terms and conditions of damage and liability.

**Warranty and Indemnification**

Arctic Hot Tubs and its representatives warrant all products sold based on our suppliers warranties. No compensation in any form will be given by Arctic Hot Tubs to a consumer for any damages to property, persons, loss of use or repair as the result of product failure or installation.