

Spa Covers Etc.

Terms and Conditions

The following terms and conditions must be agreed to prior to your order being processed. **Please read them carefully**

Responsibilities of the Purchaser regarding the following: order processing, cancellations, shipping and delivery.

Order Processing:

During the processing period, we are unable to accept any changes to the order itself. (The shipping address and contact number changes are always accepted but may result in a fee assessed by the freight company.)

Spa covers will be made to the dimensions provided but due to the nature of the materials used, we reserve the right to allow the spa cover to be no more than 1.0 inch larger than the specified size.

Phone Orders:

Spa Covers Etc. accepts both phone orders and online orders through the E-commerce store www.spacoversetc.com. A confirmation of the order will be sent to the Purchaser's email. It is the responsibility of the Purchaser to verify the order form and notify the seller regarding any errors or discrepancies.

Online Orders:

We encourage our customers to purchase spa covers and other items through our E-commerce store www.spacoversetc.com. This may help to avoid any discrepancies (i.e. measurements, hinge direction, etc.).

By submitting your order online, the Purchaser agrees to these terms and conditions.

If you do NOT receive an order confirmation within 24 hours please contact Spa Covers Etc at 949) 496-2883 so we may reissue one. After 24 hours the order is considered complete and correct and therefore we do NOT accept responsibility for cover details such as measurements, hinge direction, color, foam type, etc.

Cancellations:

The Purchaser may cancel the order within **24 hours** of submitting the order without penalty. Your order cancellation must be submitted in writing via email to: support@spacoversetc.com.

Orders cancelled after 24 hours are subject to a 25% restocking fee.

If Spa Covers Etc. made a template for your irregular shaped spa / free-formed spa, the fee for the template will not be returned if the order is cancelled.

If Spa Covers Etc. came to your home in order to measure the spa, the fee will not be returned if the order is cancelled.

Local Delivery (Orange County, Ca.):

Local Deliveries are done in-house. Spa Covers Etc. will deliver the spa cover to the front porch (or back yard if agreed upon prior to delivery). It is recommended that someone is present to sign for the item(s). Delivery does NOT include or imply any type of installation such as securing the locking tie downs to the spa or attaching the spa cover to a spa cover lifter.

Haul away of old spa cover (Orange County, Ca. only) will be done at the time of delivery for an additional fee (starting @ \$25.00).

Spa Covers Etc. will not haul away **DIY** spa covers (i.e. homemade spa covers, wood spa covers, metal spa covers). Vinyl spa covers that have retained water weight are subjected to additional fees. Spa covers that are deteriorated to the point that the vinyl is falling off the spa cover or the foam is breaking may be left at the Purchaser's home at the discretion of Spa Covers Etc. *Some restrictions may apply.*

Shipping:

Your spa cover will be shipped in a box approximately 4' x 8'. The weight of the cover depends on the size and foam type. Because the shipment is considered "oversized" it is too large to be sent by typical carriers (i.e. UPS, FedEx, etc.) Spa covers will be shipped via an independent freight company. All deliveries will be made Monday through Friday excluding holidays.

The freight company will contact the Purchaser when the spa cover has arrived at the local transfer hub nearest your city. They will schedule a time frame directly with the Purchaser. Usually this is a 3-4 hour window (times are not actual and not guaranteed). All questions regarding the delivery should be directed to the carrier.

If the freight company attempts to contact the Purchaser but is not able to make live contact, they will leave a message with contact information. It is the responsibility of the Purchaser to contact the freight company **ASAP** or additional fees may be charged for storage.

If you schedule an appointment for delivery and are not present to accept the item(s) when the driver arrives, there will be an additional fee for redelivery.

**SOMEONE MUST BE PRESENT DURING THE DELIVERY TO
INSPECT THE SHIPMENT FOR DAMAGE.**

If you leave a note for the driver or make arraignments with the freight company to leave the spa cover without anyone present to sign, you are authorizing them to leave the spa cover in your possession regardless of damage. With that, you are accepting **FULL RESPONSIBILTY** for the spa cover and will have to file a claim directly with the freight company if there is any damage.

All spa covers must be inspected prior to signing the delivery receipt. Look first at the box for damage. If the box has visible damage, open the box and inspect the cover. If the spa cover is damaged **DO NOT SIGN** the delivery receipt. If the box appears damage but the delivery driver will NOT wait for you to inspect the box, write: **POSSIBLE HIDDEN DAMAGE TO SPA COVER** on the Bill of Lading or refuse delivery.

IF THE SPA COVER IS DAMAGED, THE SHIPMENT MUST BE REFUSED. IF THE PURCHASER (OR PERSON ACCEPTING THE SHIPMENT ON THEIR BEHALF) SIGNS FOR A DAMAGE SPA COVER AND THE DAMAGE IS NOT NOTATED ON THE DELIVERY RECEIPT THEY WILL BE RESPONSIBLE FOR FILING THE FREIGHT CLAIM DIRECTLY WITH THE FREIGHT COMPANY. SPA COVERS ETC. AND / OR IDEAL SPA COVERS WILL NOT BE RESPONSIBLE.

If the spa cover is damaged and the Purchaser refuses the delivery or you are given an exception number by the freight company AND the damage is noted on the Bill of Lading, contact our office ASAP. Spa Covers Etc. will have a new spa cover built and shipped ASAP and file the freight claim directly with the freight company on your behalf.

Returns:

All spa covers are custom made according to the specifications requested by the Purchaser and therefore are **NON RETURNABLE**.

Spa cover lifters and other items may be returned within 30 days, at the purchaser's expense. All item(s) must be in their original packaging and with all included hardware. A request for a RMA number (return merchandise authorization) is required and must be in writing via email. Contact us at support@spacoversetc.com. Any item returned without a RMA number will not be credited. A refund will be issued once all contents are verified.

Note* This does not apply to spa covers refused due to damage.