

# WARRANTY

---

## **RETURN POLICY**

Remain Active prides itself on our superb customer service and high customer satisfaction rating. If you have reason to return your walk in tub due to circumstances other than damage, defects or manufacturing as mentioned in the warranty, the following procedures apply: All returns or exchanges must be made within 15 days of receipt of product. The walk in tub must be in its original packaging and received by Remain Active in saleable condition, with all packaging and accessories included. All returns are subject to a 25% restocking fee plus shipping freight to and from the manufacturer. All returns MUST first be approved and documented by a Remain Active customer service representative.

## **10 YEAR - LIFETIME DOOR SEAL**

### Section I

Remain Active warrants their plastic fittings and components that comprise the whirlpool system, but no other products, to be free from defects in workmanship and material under normal use and conditions for a period of ten (10) years for parts, and life time for the door seal from the date of original purchase. **See Section II: DOOR SEAL.**

Should service be required by reason of any defect or malfunction of the product during the warranty period, Remain Active will replace the part or product without charge subject to verification of the defect or malfunction. Remain Active will not be responsible for any water damage to structures or property or damage to the walk-in tub. Remain Active will assume no responsibility for the loss of the system, inconvenience due to loss, damage to real or personal property or any other consequential damage. Remain Active will not be liable for any incidental expenses or material charges in connection with removal or replacement of the purchased part or any part or parts of the System. 14

This warranty shall not apply to any type of failure resulting from negligence, abuse, misuse, misapplication, improper installation, alteration or modification, chemical corrosion or improper maintenance. There will be a charge for replacement parts or replacement of the entire electrical unit if the defective unit is returned for any of the reasons listed above.

Remain Active reserves the sole authority to make any type of warranties or representations concerning Remain Active or its products and will not be responsible for any warranties or representations made by any outside source, including dealers, retailers, distributors or contractors.

Remain Active does not warrant the installation of tub including the plumbing or electrical connection installation. Improper or negligent installation of the product or other components, alteration made to the tub, or alterations or modifications to the system, may cause the product of the System to malfunction. Such problems are not covered by the warranty, expressed or implied, given by or otherwise imposed by law on Remain Active.

This is the only warranty expressed or implied by Remain Active.

Warranties implied under State Law, including any implied warranty of merchantability or fitness for a particular purpose shall be limited to ten (10) year for parts and life time for the door seal from the date of original purchase.

## **Section II. DOOR SEAL**

Remain Active warrants the door seal for the life of the unit under normal use and conditions. This warranty shall not apply to any failure resulting from negligence, abuse, misuse, misapplication, alteration or modification or improper maintenance. The replacement door seal will be issued to the end user and it will be the responsibility of the end user to determine the means of installation. Remain Active will not be liable for any incidental expenses or material charges in connection with removal or replacement of the door seal.