

WALK-IN TUB MANUAL

WARRANTY

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DON'T FORGET TO REGISTER! PRODUCT MUST BE REGISTERED WITHIN 90 DAYS OF DELIVERY DATE TO ACTIVATE WARRANTY. REGISTER AT WWW.SWCORP.COM/REGISTER OR FILL OUT AND MAIN IN THE REGISTRATION CARD ON PAGE 2 OF THIS MANUAL.

IMPORTANT! THOROUGHLY REVIEW THE BATHTUB AND CONTENTS OF THE PACKAGE. ANY DEFECTS OR DAMAGES MUST BE REPORTED WITHIN 5 BUSINESS DAYS OF RECEIVING THE PRODUCT.

This 10-year warranty is extended to the first user to be free from defects in workmanship and material under normal use and conditions for a period of **10 years** from the date of the original purchase. This warranty relates to the bathtub shell, frame and finish. The finish's warranty does not apply to fading, cracking, delaminating or blistering due to excessive wear, sun fading or scouring due to cleaning. Different warranty periods apply. The tub and all its components including motors, electronic controls, waste and overflow, fittings and all plated finishes are covered by a limited one year warranty, subject to verification of the defect or malfunction. All labor and repair-related services are covered within the first **90** days of purchase. This warranty is non-transferable and applies only to the original owner as stated on the original purchase order. Notification **must be** sent via certified mail to **5701 NW 35 Avenue, Miami, FL 33142**. The manufacturer will not be responsible for any water damage to any structures or any property for any reason (including but not limited to manufacturer defects or improper installation). Manufacturer 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. Manufacturer 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. Manufacturer is not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation. 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. Scratches and surface damages must be reported within 5 days of delivery and prior to installation.

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Scratches and other surface damages reported after installation will be assumed to be a result of installation and will not be covered. Every walk-in tub must be installed by a licensed plumber, electrician and/or contractor; failure to do so will hereby void the warranty. There will be a charge for replacement parts or the replacement of the entire electrical unit if the defective unit is returned for any of the reasons listed above.

NOTE: WITHIN THE LIMITED ONE YEAR WARRANTY, THERE WILL BE A PRORATED CHARGE FOR ANY ELECTRICAL AND PLATED REPLACEMENTS PARTS, INCLUDING SHIPPING AND HANDLING CHARGES.

Manufacturer reserves the sole authority to make any type of warranty changes at any time. The manufacturer will not be responsible for any warranty information that is being misrepresented by outside sources including dealers, retailers, distributors or contractors. Manufacturer does not warranty the installation, plumbing or electrical related connections, of any of our products including Walk-In Baths, shower pans or shower stalls. Improper or negligent installation of the product or other components, alteration made of, or alterations or medications to the system, may cause the product or the system to malfunction. Such problems are not covered by warranty. Manufacturer warrants the door seal for the life of the unit under normal use and conditions for the **original owner** of the tub. This warranty shall not apply to any failure resulting from negligence, abuse, misuse, misapplication, alternation, or medication or improper maintenance. Additionally, this warranty does not cover discontinued or display products. The replacement door seal will be issued to the end user however installation and repairs must be performed by a certified installer/plumber. Manufacturer will not be liable for any incidental expenses or material charges in connection with removal or replacement of the door seal.

NOTE: TO THE EXTEND PERMITTED BY LAW, ALL IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANT ABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. THIS COMPANY AND SELLER HEREBY DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may have other rights, which vary from state/province to state province. All lawsuits must be filed in Miami-Dade County, Florida. Tub units are for residential use only.

This warranty is in effect as of May, 2019. This warranty supersedes all previous warranties and/or claims both stated and implied. This warranty is subject to change without notice.

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RETURN POLICY

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We are committed to providing premium customer service. In the event that a product must be returned due to reasons other than defects, as mentioned in the warranty, the following procedures apply:

Requests for returns and/or exchanges must be made within **30 days** of receipt of product. The product must be in its original packaging and received at our facility in saleable condition. All returns will receive a **20% restocking fee** plus all **freight costs** of the original shipment and return shipment to us.

All requests for return must first be approved by us and have an assigned **Returned Merchandise Authorization number** (RMA#).