

## Warranty Claim Terms & Conditions

To proceed in submitting your warranty claim please review the specific spa manufacturer warranty information in the following location:

[www.mackayspashed.com.au/support](http://www.mackayspashed.com.au/support)

In addition to spa manufacturer warranties, should the repair agent/dealer attend your premises and upon assessment of the issue determine that it is not covered by this warranty or is inaccessible, you hereby accept to pay the repair agent/dealer's call-out fee of AUD\$110.00 within 50km radius of Mackay, Qld 4740. Any travel outside of this radius will be charged at 0.80c per km. This cost will not be covered by your spa manufacturer's warranty. If on-site labour exceeds 1 hour, additional labour will be charged at a rate of \$88/hr. Should you then request the repair agent/dealer to proceed in fixing the product (not covered under warranty), you accept that the repair agent/dealer will bill you directly for these costs.

Should the repair agent/dealer attend your premises and discover the installation of the product to be non-compliant in terms of State Regulations, manufacturer guidelines and in circumstances in which they are not permitted to conduct the repairs (parts which require a licensed electrical contractor), you accept to pay repair agent/dealer's call-out fee of AUD \$110.00 plus travel (if applicable). The cost of any non-compliant installations are not covered by your spa manufacturer's warranty. In cases such as these, we recommend contacting the individual/company which originally installed the product to remedy the non-compliant installation. Once remedied, you will need to re-submit a warranty claim.

For enquiries, please phone Mackay Spa Shed on 07 4955 4199 or your spa manufacturer directly.