

THE SPA LAND GUARANTEE

YOUR NEW HOT TUB ENTITLES YOU TO THESE BENEFITS SO YOU CAN PURCHASE IN CONFIDENCE

Money-Back Guarantee

If for any reason you change your mind about your new hot tub and opt to return it, we will accept a return within 30 days of delivery. Once it has been returned we will refund the full amount you paid to Spa Land. Any separate fees paid to outside contractors or special delivery or installation related costs for removal would still be your responsibility as it was on the original delivery.

Model Swap Program

If you feel you'd like to switch to another hot tub other than the one originally selected, we will help get you into a new model. We'll switch it out for a new tub at the same time for the difference in price. Any special delivery or installation related costs for replacement would still be your responsibility as it was on the original delivery.

Worry-Free Deposit

Any money prepaid at time of order is designed to lock in special pricing and reserve product that's in stock or initiate your order. If you decide it's not the right time for you to move ahead, we'll fully refund any prepaid funds up to 30 days from your order date. Items given to you in advance of delivery would need to be returned for refunds to be processed.

White Glove Delivery

We offer standard full service deliveries for most hot tubs at no cost to you within our service area in Sonoma and Napa Counties. Our in-house delivery crew are experts at setting up your tub in its final position, showing you how to operate and care for it, and removing any packaging related to installation. Deliveries outside of our service area and additional services such as crane delivery or electrical contracting would be yours to handle.

Free Move Service

We want your hot tub to be exactly where you'd like it on your property. If you find a new place for it within one year after your delivery, we'll relocate it to the new spot at no cost to you. As with your original installation, this would apply to a standard full service delivery. Additional services such as crane delivery or electrical contracting would be yours to handle.

Service Guarantee

We're proud to offer in-house, factory-trained service technicians as a part of our Spa Land team. We perform all warranty work for original purchasers of Sundance spas. This service is offered in our territories of Sonoma and Napa Counties. We'll continue to service & support your product once your warranty is finished and do our best to always get genuine parts to protect your investment for as long as you own it.

Energy Efficiency Promise

We've partnered with the manufacturers known for providing the most energy-efficient products in their respective industry. Each makes a conscious effort to meet or exceed the most stringent standards for energy-conserving products and remain focused on minimizing impact to the environment.

Customer Rewards

A spa purchase from us makes you a part of the Spa Land family. All spa customers are entitled to 10% off spa care products when you purchase in-store. All spa customers are also entitled to free water testing at any time. Just bring us a water sample and we will help you on your way to crystal-clear water and a healthy spa.

The Spa Land Pledge

We offer this Guarantee as our promise to you to do what we can to build a long-term relationship based on service and integrity. While we are human and may make a mistake from time to time, we will always do what we can to make corrections and to be the company you'll be confident to both return to and refer to others. Enjoying your new hot tub and improving your health and wellness is our number one goal.

We look forward to earning your business!

Nik & Liz Bortolussi

Owners



"The Hot Tub Store You Can Trust"