

## Hot Tub Cover Warranty Policy

Core Covers® warrants our hot tub covers to be free from manufacturing defects in material and workmanship, under normal usage, for a period of thirty-six (36) months from the date of installation, with appropriate documentation, to a maximum of thirty-nine (39) months from the date of manufacturing, subject to the following additions, exceptions, exclusion, and limitations.

### **What does the Warranty Policy Cover and Not Cover?**

This warranty is limited to the replacement or repair at Core Covers®' option, of any material or workmanship found to be defective within the warranty period and reasonable expenses.

1. Any spa cover deemed by manufacturer to have failed due to defects in materials or workmanship for a period of thirty-six (36) months from date of manufacture, will be replaced at manufacturer's expense. This replacement includes the cost of freight but excludes any field labor. This does not include the failure of foam core inserts or foam core ribs, which are covered in a subsequent section.
2. WeatherShield™ & Vinyl (Skins) are covered for three (3) years from deteriorating, dissolving, and/or breaking down. Core Covers® will supply a replacement skin at no charge on approved claims, including freight, but excluding any field labor expenses.
3. If the spa cover has a defect in materials or workmanship within one (1) year from the date of manufacture, we will replace the affected foam core insert or foam core rib(s) at no cost to you. This warranty covers replacement parts only; any labor costs for installation are not included. After the first year, the foam components are no longer covered under this warranty.
4. Such limited warranty does not cover damages caused by animals, fire, vandalism, excessive chemicals, improper installation and strain, damage caused by placing objects on the cover, abuse, sitting, standing, crawling, walking, or jumping on the cover, abrasion, acts of God or use for purposes other than that for which the cover was designed.
5. Ordinary wear and tear, de-lamination and seam splitting due to improper handling are not considered to be a defect in workmanship or material. (i.e. using skirt as handle to lift cover off hot tub or dragging across the ground).
6. Grommets and buckles are considered normal wear parts and are not covered under manufacturer's warranty policy.

7. Warranty of foam core inserts or foam core ribs is void if any holes have been found to puncture or penetrate either the outer covering or inner seal.
8. Foam core insert or foam core rib breakage or tearing of the outer skin material due to the cover being walked on, stood/sat or leaned upon or any excessive weight caused by rain, water, snow, animals, or any other acts of God will void the warranty.
9. Water pooling on top of the spa cover is not considered a warranty-related issue. Water pooling on top of the cover is due to improper installation, excess weight, or other acts. Any damage resulting from water pooling on the spa cover is not covered under this warranty policy.
10. Core Covers® shall not be liable for any incidental or consequential damages to any hot tub or spa.
11. The spa cover warranty is void if the cover has been subjected to alteration, misuse, abuse, or if any repairs on the cover are attempted by anyone other than our authorized representatives, unless express written approval is given by manufacturer.
12. The spa cover warranty is void if damage due to excessive, improper, or incorrect use of water sanitizing chemicals (chlorine, bromine, etc.) or other chemicals on the cover material. Prolonged exposure to, or overuse of, such chemicals may cause deterioration or chemical burns to the spa cover, including its underside. Any such damage is expressly excluded from warranty coverage.
13. To prevent heat damage caused by reflected sunlight, this warranty does not apply if the hot tub or spa is placed within 15 feet of a window or vinyl fence. Reflected heat from these surfaces can cause excessive temperatures that may damage the spa cover.
14. Fading of the outer skin material and thread is not considered a defect and will naturally occur due to normal chemical maintenance, exposure to the elements, and aging.
15. The spa cover warranty is void if scuffing & chafing or wearing holes appear due to the cover being dragging or storing/leaning against sharp objects.
16. The spa cover warranty is void in the event of damage caused by improper installation.
17. Any damage to the cover caused by pulling or handling the cover by the straps, skirt, will not be covered under warranty. (e.g., torn skirt, torn straps, heat bag tears, etc.)
18. The spa cover is not warranted if used in commercial, rental, or non-residential applications unless expressly approved in writing.

19. Please note that if the cover tag/label is torn or cut off, this will null and void the warranty completely. We require a picture of this label for any warranty submission to be considered for coverage. Without this label, the warranty will receive an automatic denial and will not be considered for coverage.

20. This warranty is non-transferable.

To be eligible for warranty coverage and to initiate a warranty claim, customers must complete [this form](#) and submit the following items to our customer service team:

- Photo(s) showing the exact issue the claim is being made for.
  - Waterlogging - unzip and pull back the skin to expose the foam core (do not remove cores). Send a picture of BOTH foam cores.
  - Seams - close-up of the stitching.
  - Damage to the underside - flip the cover open and send pictures of all areas where damage has occurred.
- Picture of the work order (WO) tag. This tag may be located in one of two possible locations, please check for both:
  - Inspect the skirt of the cover. If the skirt has a warranty tag, the WO number will be located above the barcode.
  - If there is no warranty tag on the skirt, unzip the skin and open it up. Locate the white work order tag on the foam core, the WO number is above the barcode.
- Photo of the entire top of the hot tub cover on the hot tub, including the surrounding area.
- Photo of the entire underside of the hot tub cover.
- Copy of original invoice or order number.