

Luna Spas

Thank you for purchasing your Whirlpool Spa Bath from Luna Spas

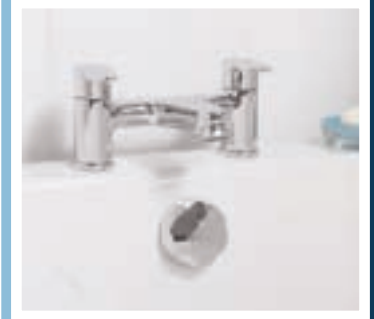
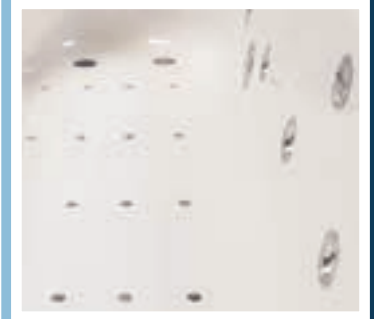
Congratulations on the purchase of your Luna Spas bath. Each and every Luna Spas Whirlpool and Spa bath is lovingly hand built in the UK by our skilled technicians, tailored to your requirements.

At Luna Spas our team believe passionately in achieving the best in everything we do. From our designers' expertly selected materials, through the manufacturing process. With Luna Spas, you benefit from five guiding principles: quality, service, innovation, reliability and technology.

Once again thank you for choosing Luna Spas.

Nicholas Auckland - Managing Director

Imran Ahmed - Head of Production





Luna Spas Guarantee

The scope and terms of the guarantee

Luna Spas Ltd ("the Company") guarantees its whirlpool and spa products for 5 years against manufacturing defects, its baths for 25 years against manufacturing defects and its brassware for 5 years against manufacturing defects, subject to the terms and conditions below.

The company shall:

Repair or replace free of charge the product or any component parts, at its discretion, which shall in the opinion of the company, have proved defective. The company shall be under no obligation whatsoever to repair or replace equipment which has been modified, altered or transformed in any way without the consent of the company in writing, or a component or accessory which has been replaced by a type not specified by the company. The company's liability under the guarantee is limited to the said repairs or replacement and shall under no circumstances extend to any financial loss or damage including consequential losses alleged to have been suffered by the claimant. The benefits of the guarantee are available only to the original purchaser of the equipment / product.

Where a guarantee claim is accepted by the company it will, at its option, repair or replace a component with the same equipment or equivalent. The product must be installed, used and maintained in accordance with the relevant instructions as supplied with the product by the company.

The guarantee does not cover any component which in the opinion of the company has been neglected, misused, damaged, cleaned with an abrasive / acidic substance or restricted/seized with lime scale caused by hard water limescale or foreign matter. Chrome or gold finishes shall be covered against defects for 5 years. No claim may be made under this guarantee in respect of fair wear and tear, or where the equipment has been repaired or serviced other than by a dealer or service engineer authorised by the company.

The company shall not bear any of the cost of removing or making good any panels, floor or wall tiling or other devices which may hinder access to any component part. Any component which is repaired or replaced shall be guaranteed for the remaining unexpired period of the guarantee only. The company will not be liable under the terms of this guarantee for products which have been used for commercial purposes, hire or reward.

The guarantee is only valid and enforceable in respect of Luna Spas Ltd "factory fitted" products / equipment, which is purchased and used exclusively in the United Kingdom and Eire. The guarantee shall only be enforceable by you if the equipment has been purchased from an authorised dealer and not a subsequent purchaser.

In the event of a claim for repairs or replacement being made under the terms of this guarantee in circumstances where in the opinion of the company the defect has not been caused by the company's materials or workmanship, the company reserves the right to charge the claimant at its current hourly rates and list prices in respect of any engineer's time and replacement parts. No authority has been given to any person, firm or company to vary the terms of this guarantee. This warranty is given in addition to and does not affect your statutory rights subject to United Kingdom law.

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Thank you again and enjoy!

Luna Spa! ☺

