



HotSpring® Spas
of Fox Valley

PURCHASE PROTECTION PROGRAM

30 Day Satisfaction Protection

If for any reason, within 30 days from the date of installation, you're not satisfied with your new HotSpring®, Tiger River® or Limelight hot tub, HotSpring® Spas of Fox Valley **will refund the purchase price** of your new spa less a 10% restocking charge, or offer a one time exchange privilege less a 5% restocking charge provided the spa is still in new condition and that we can arrange for pick-up from your home. (Special delivery, installation and related costs such as electrical contracting, use of crane, deliveries to destinations beyond our normal delivery area are not included)

Location Protection

Within six months of the original installation date, HotSpring® Spas of Fox Valley **will gladly relocate** your HotSpring®, Tiger River® or Limelight hot tub to any location on the property where we originally installed your spa. Our regular delivery requirements apply. (This offer is good for one move only and does not include related electrical and/or construction costs or the cost of a crane or any other equipment necessary other than our standard two or three man crew with factory dollies.)

Deposit Protection

All deposits are 100 percent refundable for up to 365 days from the date of the sales invoice. Payment in full is due on all in stock within 30 days. Delivery can be deferred on all paid in full spas and stored at no charge in our warehouse.

Residual Value Protection

For up to 3 years, HotSpring® Spas of Fox Valley **will guarantee the original purchaser a minimum of 50%** of the spa purchase price as a trade-in value on the purchase of a new spa of equal or greater value, providing the used spa is operable and in good condition. HotSpring Spas is the **ONLY** brand with an official trade-in value guide featuring every model produced since 1980.

Referred Rebate Guarantee

When you refer a friend, neighbor, relative or coworker who purchases a HotSpring®, Tiger River® or Limelight hot tub from HotSpring® Spas of Fox Valley, **you will receive a \$75 coupon** for water care supplies, accessories or service after your referral has taken delivery. The buyer must mention your name at the time of purchase. There is no limit to the number of referrals you can earn.

Just Call Us Warranty Protection

HotSpring® Spas of Fox Valley will perform all warranty work on your HotSpring®, Tiger River® or Limelight hot tub under the conditions set forth in the warranty provided by Watkins Manufacturing unless otherwise specified for the term of the warranty starting from the date of installation on all covered components. Our technicians complete ongoing training requirements and possess a minimum of 8 years experience. We carry an extensive parts inventory and a proprietary, computerized, diagnostic system named DeTECHtive® that enables us to complete repairs on the first call over 95% of the time. **Ask for free a demonstration of our DeTECHtive® system.**

Trip Charge Protection

HotSpring® Spas of Fox Valley **will not add a trip charge** for at home service on your HotSpring®, Tiger River® or Limelight hot tub for repairs that are covered by the warranty as long as the spa resides within our normal service area (60 mile radius of 1880 Lincoln Hwy.) Out of warranty repairs are charged according to our flat rate pricing schedule for labor and materials.

Energy Cost Protection

We guarantee that your HotSpring Spa will operate at or near the costs determined by our independent, 3rd party testing company: Exponent Inc. The most recent testing result is **\$15.92 average per month** for our 6 person Sovereign model when used outdoors in the Chicago area 6 times per week for ½ hour each time, the water maintained at 102°, and the electrical rate \$.08 per kilowatt hour. The cover must be in place at all times when the spa is not in use. **That's only \$.61 per use, or \$.52 per day.**

Best Price Protection

If you bring us a written quote from another HotSpring Spa dealer for the same model spa we will match that spa price if you purchase from us within 5 business days, and we will give you an additional \$100 in store credit for your trouble. If within 60 days of your purchase we advertise the same model spa for less we will pay you the difference. This guarantee does not apply to demos, pre-owned, floor models, year end clearance models, or discontinued models or colors.

Alan Butters, President

HotSpring Spas of Fox Valley • Serving You Since 1982

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