

### **Hot Tub and Swim Spa Service Contracts**

***Having your Hot Tub or Swim Spa regularly serviced and being maintained by the professionals, with the benefit of paying monthly.***



<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>
10% Discount	10% Discount	10% Discount
*Reduced Call Out Fees	*Reduced Call Out Fees	*Reduced Call Out Fees
One Full Service	One Full Service	One Full Service
	Interim Check over Service Or Winterise Shut down	Interim Check over Service
		Quarterly Water Change
Hot Tub £20 Per Month	Hot Tub £28 per month	Hot Tub £50 per month
Swim Spa £30 Per Month	Swim Spa £40 per Month	*Custom build a Service Contract

We offer a range of service and maintenance contracts, giving you the flexibility to pay monthly, enjoy added benefits such as 10% off all parts, chemicals and any additional labour time on site.

We have three standard contracts for servicing but can offer many different options to suit your needs, contact us if you would like to build a custom service contract.

The most important requirement from any Hot Tub is ensuring it's ready to use when you want it! Having an engineer attend your Hot Tub or Swim Spa at least once a year, could help prevent problems which can escalate into a more expensive repair. Not only this, but from a safety aspect it is highly advisable for Hot Tubs to be deep cleaned and electrical components tested.

There is an ever growing preowned market in the UK and much like a car, it pays to keep your Hot Tub in good order for resale or part exchange purposes.

\*An inspection service must be carried out to sign up to one of our contracts, Full Service for Hot Tubs is charged at £240 and Swim Spas at £360 or £100 for Interim Check Over Service. Call out fees are reduced to £60 for the first hour, saving £25. Minimum contract term is 12 months, please see terms and conditions for more information\*

**Hot Tub Revive Ltd Maintenance or Service Contracts - Terms and Conditions**

**1. General**

These terms and conditions apply to the fixed period Service or Maintenance Contract (the 'agreement') between Hot Tub Revive Ltd ('Us', 'We', 'Our') and the Customer ('You') and shall continue to apply unless specifically agreed otherwise or varied by us in writing. For the purpose of these terms and conditions this agreement does not extend the term of your product warrantee to which you should refer to your individual Warrantee document.

**2. Payment for the annual Maintenance Agreement**

In order to provide the agreement we require completion of the Standing order form prior to completing a Service or Visit.

**3. Your Obligations**

If the contract date is cancelled at any time before the end of the current contract term, the Full amount of the annual Service Contract will be payable immediately. It is your responsibility to maintain a safe chemical balance and look after Ph levels to avoid hardness or scale or acidic water. Damage to components, Jets, Covers, Headrests is not covered under the agreement. If we are called out arising from your error e.g.. Jets turned off, Air Lock, Dirty Filters, Program Error, Water Chemistry, Foreign Objects in Pipework etc, a call out fee will be applied. We will always endeavour to sort out small issues or questions over the telephone prior to arranging a visit. Your right to terminate is only on 4 weeks written notice only in the event of of substantial default of our obligations and after we have been given reasonable opportunity to rectify our error in advance of the anniversary of the renewal of the contract but your S/O shall continue until the notice expires.

**4. Privacy Statement**

You acknowledge and agree to be bound by the terms of our privacy policy which is that Hot Tub Revive Ltd will at all times respect the privacy of all personal information held by ourselves. You personal information will not be shared with third parties. All Payment information is processed by a secure payment process and none of you payment details are kept by Hot Tub Revive Ltd. You will be given a contract or agreement number that will needed to be quoted if a claim is made. The maintenance contract at our discretion can be transferred to a new home owner provided they understand the Hot Tub in full, If not we suggest we attend (call out fee applicable) to run through the functions, and chemical balancing prior to taking on the agreement. New Contracts will run for a period of 12 months. The existing contract can be transferred to a new property at our discretion, should the Hot Tub relocation be carried out by us. If moved by a third party or a different company then a call out fee will be applicable for a visit to assess the new position and condition of the Hot Tub following relocation. Should a Hot Tub be sold or transferred in-situ the contract will continue unless a new contract is signed by the new owner of the Hot Tub

**5. Our Obligation**

Electric Cabling to the Hot Tub is not covered, only by the Spa Control Box onwards. If a part is discontinued or proves unrealistic to replace, then a suitable replacement will be issued in place of. We will only visit between the hours of 08:30am-17:00pm Monday - Friday excluding Public Holidays. A Service Contract may be refused on the following grounds, The Hot Tub is beyond economic repair, there is structural damage to the unit that could cause other problems, if the Hot Tub is a lesser brand to which parts would be hard to source or poor reputation with reliability.

**6. Important Information**

This agreement applies to the original purchaser/signatory and terminates with any transfer of ownership unless otherwise agreed by us. Any repairs or alterations performed by anyone other than a authorised Service Representative unless by prior permission will invalidate this agreement. We will not be liable for any damage to property or personal injury unless a result of the negligent acts or omissions of our representatives. Nothing in this agreement affects you legal rights. All Terms and Conditions published on our website in relation to internet sales apply equally to this agreement unless inconsistent with the terms hereof.

**7 Data Protection.**

In administering this agreement we take your name, address and other details that will be held on a computer database to process your purchase provide after sales service and to maintain records.

-----  
**Bank Standing Order Mandate**

Full Name	
Address	
Email Address	
Phone Number	
Contract Type	Standing order amount:
Bank	
Sort Code	
Account Number	
Signature	Date:

Hot Tub Revive Ltd Bank Details  
Bank: Virgin Business Bank Account  
Account Number: 50403181  
Sort Code: 82-61-37

Commence Payment Date:.....  
End Date:.....  
Minimum 12 Months