



**London  
Hot Tub**  
Refurbishment  
Specialists

## **Canceling or Returning a Hot Tub**

**The customer shall be responsible for all freight charges associated with canceled orders. "Free Delivery," and "Free Shipping" means that the actual freight costs are included in the purchase price of completed sales, no extra charge.**

- Cancellations after the Hot Tub / Spa, or other made-to-order items order is placed (after 48 hours) will be subject to a \$200 cancellation fee.
- Custom ordered items such as covers, electronics, and specialty parts are non-refundable. Shipping/freight charges and delivery/installation fees are non-refundable.
- Items that can be returned (non-custom made items) are subject to original and return shipping/freight, plus any restocking fee. Items must be returned in original packaging where applicable. If the item was "free shipping" or "shipping included," or "delivery included" you will be informed what the amount for shipping was on the original order.
- If you decide you don't want your refurbished unit following purchase we will issue a refund upon re-sale of your unit. Refunds will be issued within 5-7 days of resale. Freight/delivery charges are non-refundable.
- User error/self-service voids warranty. To avoid any issues please contact us for service.
- Do not operate the unit without filter(s), or leave the unit off/not running during winter months. Freezing voids warranty and will cause damage to equipment; if turning the unit off for winter or extended periods while still under warranty contact us for proper winterization and care advice.