



# TOTAL SATISFACTION PLAN

***It's what separates us from our competitors.***

☺ **Money Back Guarantee**

If for any reason, within 30 days from the date of installation you are not satisfied with your new spa or our service, we will refund the purchase price of your spa. (This does not include special delivery, installation and related costs — for example, electrical contracting, cost of crane, etc.)! A Restocking Fee of 10% will be charged.

☺ **Price Guarantee**

If within 30 days you find the spa you purchased advertised for less, we will refund the difference immediately (remember you must bring us a copy of the printed advertisement). Finally, if within 30 days of your purchase Allen Pools & Spas sells a comparable spa or spa package for less than you paid we will pay you the difference immediately. (Sales tax not included.)!

☺ **Spa Exchange Privilege**

For 30 days from the date of installation, Allen Pools & Spas will give you the privilege of exchanging your spa for any other spa for the difference in the purchase price. (This does not include special delivery, installation and related costs — for example electrical contracting, cost of crane, or deliveries to destination of 50 miles and more, etc.)! A Restocking Charge may be applied.

☺ **Residual Value Guarantee**

For up to 3 years Allen Pools & Spas 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 greater value, providing the used spa is operable and in normal condition!

☺ **Happy Where it is Guarantee**

Within 12 months of original installation, Allen Pools & Spas will be happy to relocate your spa once to any other location on the property where the spa was originally delivered. Our original delivery requirements apply. (This does not include special delivery, installation and related costs — for example electrical contracting, cost of crane, etc.)!

☺ **Referral Rebate Guarantee**

When you refer a friend, neighbor, relative or co-worker who purchases a spa from Allen Pools & Spas, you will receive \$100 store Gift Certificate. The buyer must mention your name at the time of purchase. There is no limit to the number of store credits you can earn!

☺ **Just Call us Warranty**

Allen Pools & Spas, (not a third party), will perform all warranty work on your Hot Spring or Tiger River Spa only under the conditions set forth in the warranty provided by Watkins Manufacturing for a period of 60 months/5 years from the date of installation on components, plumbing, and No-Fault Heater, and for a period of 84 months/7 years from the date of installation on the surface and structure, by our factory-trained service personnel.

This Total Satisfaction Plan is presented by Allen Pools & Spas because satisfied customers are the foundation of our business.

***Edward O. Allen***

**President**

***Since 1957: dedicated to  
supporting our customers'  
uninterrupted enjoyment of the  
highest quality pool & spa  
products.***

