

## WARRANTY

SmartShade



WELLNESS SHOP

## WARRANTY FRAMES

Aluminum profile such as posts, beams and louvers guaranteed to function free from defects in workmanship and materials under proper use, for five (5) years from the original date of purchase.

## WARRANTY PAINT:

The warranty on the basic colour paint finish (White RAL 9010 and Anthracite Grey RAL 7016) on all aluminum extrusions produced by Wellness Shop, protects the purchaser should the product become unusable as a result of a manufacturing defect that causes the paint to crack, peel or check for a period of two (2) years from the time of sale. This warranty does NOT cover damages to any surface finish from exposure to chemicals, salt spray or water from pools or spas. This warranty does not cover damage to the framing system and component parts caused by faulty installation, re-installation, service or additions to the frame system made by other contractors or unauthorized dealer. In addition

Wellness Shop is not responsible for normal wear and tear, damage caused by misuse, vandalism, fire and acts of nature such as but not limited to, hurricanes, tornado, and other damaging winds, rain, accumulation, hail, snow loads and flooding. Wellness Shop is not responsible for the warranty on the custom paint finish by the other powder coating companies. Powder Coating company provides 1 year warranty. All custom colour warranties must belong to the company that completed the job. Wellness Shop is not responsible for damage to any structure to which the pergola is installed or attached, or to property or items located above, below or near the pergola. Further this warranty is void if the pergola is sold, serviced or repaired by any unauthorized dealer or service outlet.

## MANUAL OPERATION GEAR BOX

Stainless steel manual gear box mechanism is guaranteed to function free from defects in workmanship and material under proper use for two (2) years from the original of purchase date.

## LABOUR WARRANTY (IF OUR CREW INSTALL THE PRODUCT)

We are so confident in our products we back them with an exclusive two (2) year labour warranty. This warranty covers associated with the repair or replacement of any component which has been determined to be defective by the manufacturer. This warranty does not cover cost of travel time to and from the job site by the dealer.

## PAYMENT POLICY

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Wellness Shop would like to thank you for your purchase. You can be confident that your SmartShade has been built to the highest standards and will provide you with years of quality enjoyment. This appendix document will inform you of the necessary details required for a safe and difficulty free delivery/installation.

### PAYMENT POLICY

We require a minimum deposit of \$1,000 down on all in-stock, pre-ordered stock and custom order purchases. The initial deposit up to the full amount of the order can be paid by cash, cheque, debit, e-transfer or credit card. Should you wish to pay the balance on a credit card, it will be subject to a 2% charge. The only exception is if you pay the entire balance by way of a credit card at the time the order is placed.

In the event you are financing your purchase, a minimum deposit of \$1,000 is required. Prior to scheduling a delivery, all financing documents must be signed, and a pre-authorized payment form or VOID cheque provided.

Credit card transactions over \$500 may only be made in-store (and must be verified by Chip and PIN) or through our Stripe payment system.

If paying by e-transfer, send to [customerdeposits@jacuzziontario.com](mailto:customerdeposits@jacuzziontario.com). The account is set up for automatic deposits, so no password or security questions are needed. In the notes section of the transfer, the customer please indicate your sales order number and your Wellness Shop Expert.

Final payment can be given to the delivery technicians upon their arrival on your scheduled delivery date. Final payment at the time of delivery will only be accepted by Certified Cheque, or Bank Draft made payable to: **AQUATIC HOME LIVING ONTARIO INC.**

All payments are 100% non-refundable once your wellness product has been placed on order.

### DELIVERY & INSTALLATION

Delivery dates are scheduled the day your SmartShade arrives at our warehouse. Due to the COVID-19 Pandemic, estimated arrival dates are subject to change without warning.

If you are unable to accept delivery within 15 business days of your wellness products arrival at our warehouse, we will require you to pay your outstanding balance in full and you will incur upfront storage fees of \$250 per month. Storage fees will be charged 15 business days after the wellness product has arrived at our warehouse and at the start of each calendar month thereafter. If storage fees are not paid in full, the wellness product will be forfeit and the next available incoming wellness product matching your specifications will be assigned to your order.

If you have opted for the delivery/ installation of your wellness product with your purchase, Wellness Shop will provide two delivery technicians. You the purchaser agree not to hold Wellness Shop and its employees liable for any accidents or illnesses caused by the delivery/ installation. The time to deliver/ install your SmartShade depends on the complexity of the set up. Depending on the complexity of the SmartShade, installation times range from 4 hours to 2 days.

**We do not anchor or secure any of our SmartShades\***

APPENDIX

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Prior to delivery, your Wellness Expert will complete a detailed site inspection form for the installation location of your new SmartShade. It is your responsibility to provide unobstructed access and remove all obstacles that may limit or block the path of your SmartShade to its destination.

Ground/site preparation is NOT included in the sale of your wellness product and is your responsibility. Specifications are provided in this document. Prior to delivery, the location where you are planning on putting your SmartShade must be completely prepared. This includes having the surface level and made to the right dimensions. SmartShades cannot be constructed on dirt, sand or soft/ porous surfaces. Crushed gravel, concrete pads and decks are suitable bases. Contact your Wellness Expert if you have any questions. It is also your responsibility to check city/regional ordinances regarding any building or permit requirements/fees.

Should the placement of your SmartShade obstruct any pre-existing electrical work, any adjustments are to be made by a licensed electrician. If we are installing a SmartShade with a spa our electricians may need to make adjustments including (and not limited to) drilling through a base wall to run cable, stapling and trenching underneath.

Your new SmartShade comes with protective packaging that will be left for you to dispose of with your weekly recycling and garbage disposal.

Cancellation Fees - If for any reason you need to cancel or postpone your scheduled delivery, we require notice a minimum 48 business hours to avoid a \$250 cancellation fee.

All delivery and installation windows are approximate. Please understand that we sometimes face unexpected challenges and delays. If your scheduled delivery is late, please don't hesitate to call (289) 971-7727 to receive an update.

If you have purchased a showroom or demonstrator model, please note that these units come with a full manufacturer's warranty, which is initiated on the day of your delivery. Wellness Shop does it's best to disclose all cosmetic imperfections as a result of these units being showroom demonstrators. However, sometimes there are concealed imperfections such as scratches, chips, scrapes, dents etc. that can occur from showroom use and or transit. Please note that all showroom models are sold as-is while it relates to any cosmetic imperfections and will not be repaired or replaced under warranty.

**REFUND POLICY: All sales are final.**

I HAVE READ, UNDERSTOOD AND HAVE RECEIVED A COPY OF MY INVOICE AND THIS APPENDIX DOCUMENT