

DROP WARRANTY

10-YEAR LIMITED WARRANTY EXTENSION

The quality, material choices, and Finnish craftsmanship of Drop spas make the outdoor spa a long-lasting and reliable partner. Drop grants the following extended warranties to the original purchaser of the spa when purchased after January 1, 2021.

- 10** YEAR WARRANTY FOR THE SPA BODY (ALUMINIUM FRAME)
For Drop outdoors spas using a long lasting and durable aluminum frame: Drop guarantees that the frame supporting the outdoor spa will not change or warp for ten years
- 7** YEAR WARRANTY FOR SPA STRUCTURES
Drop outdoor spas are designed to be energy efficient and built to withstand all weather conditions. Drop guarantees that the **ABS base** of the outdoor spa remains unchanged, **protective board** do not crack, and the **polyurethane insulation** of the spa does not mold within seven years.
- 5** YEAR WARRANTY FOR SPA BODY (WOODEN FRAME)
For Drop outdoors spas using a long lasting and durable Wooden frame: Drop guarantees that the frame supporting the outdoor spa will not change on warp for five years
- 5** YEAR WARRANTY FOR SPA SHELL
The shell of the Drop outdoor spa consists of
 - 1) ABS Acrylic with polyurethane reinforcement
 - 2) ABS Acrylic with fiberglass reinforcement.Drop guarantees that the shell will be free from defects in material and workmanship for five years.
- 2** YEAR WARRANTY FOR SPA LEAKS
Drop outdoor spas are Finnish handcraft from start to finish. Drop guarantees that the casing, piping, gluing, jets, or any other part of the outdoor spa will not leak for two years due to defects in materials, poor workmanship or other errors in the manufacturing process.
- 2** YEAR WARRANTY FOR PARTS
Drop outdoor spas use only the best possible components. Drop guarantees the massage and filter pumps, control center, heater, monitor, LED lights, buttons and plastic parts of the outdoor spa for a flawless two-year period in terms of materials and manufacturing.
Parts that are not covered by the warranty: The bottom intakes, ozone generator, UV light, spa cover, and cover locks.

LIMITED WARRANTY EXTENTION

This limited warranty extension is granted to the original purchaser of the Drop outdoor spa. The limited warranty extension begins on the delivery date of the Drop spa, but in no case later than 6 months after the date of purchase. The limited warranty extension ends if the outdoor spa is moved to different location. In cases not covered by the limited warranty extension, the general warranty conditions apply.

The limited warranty extension does not cover defects due to wear and tear due to normal use, incorrect installation, alteration without Drops prior written consent, accidents, incorrect use, incorrect use of chemicals, commercial use, use of accessories not approved by Drop, failure to follow instructions, maintenance or cleaning or repairs made by a service center other than approved by Drop. The warranty does not cover damage caused by extreme weather conditions (hail, storm, earthquake, etc.). The costs incurred by the manufacturer due to the above reasons will be invoiced to the customer in accordance with the normal maintenance price list.

GENERAL WARRANTY TERMS

The warranty period is two years and begins on the date of delivery of the Drop spa, but in no case later than 6 months from the date of purchase. The buyer is entitled to warranty repairs in accordance with the terms of the warranty only by presenting the original proof of payment for the outdoor spa and serial number for the outdoor spa.

WARRANTY CONDITIONS

The validity of the warranty requires that the outdoor spa is installed in accordance with the spa manual, the outdoor spa has been electrically installed by an authorized electrician, and the outdoor spa is used in accordance with the operating instructions and for its intended use. It is the responsibility of the installer to install the outdoor spa, and the purchaser is responsible for ensuring that the installation is performed in accordance with the installation instructions in the manual. Installation errors made by the customers are in no way the responsibility of the seller. The product warranty is void if the installation is made incorrectly or if the outdoor spa is stored empty in freezing weather.

COMMERCIAL USE

The warranty does not apply, for commercial use other than for defects caused by workmanship and manufacturing defects.

RESTRICTIONS

The purchaser is not entitled to warranty repair under these warranty conditions if the defect or damage is due to wear and tear due to normal use, incorrect installation, personal modifications, accidents, misuse, misuse of chemicals, commercial use, use of accessories other than those approved by Drop, instructions for use failure to follow the instructions, maintenance or non-cleaning, or repairs made by a service center other than that authorized by Drop. The warranty does not cover damage caused by extreme weather conditions (hail, storm, earthquake, etc.). The costs incurred by the manufacturer due to the above reasons will be invoiced to the customer in accordance with the normal maintenance price list. Outdoor spas bottom intakes, , ozone generator, UV light, spa cover, and cover locks are not covered by this warranty, and these products have a six (6) month warranty. The warranty does not cover consequential, indirect, or other unusual damages to the buyer, such as losses, lost profits or other consequential damages, or any property damage.

WARRANTY FOR DEMONSTRATIONAL PRODUCTS

Demonstration products are sold as they are at the time of sale. Drop is not liable for surface damage or other damage in the demonstration products, and the repair of defects is not covered by the warranty. In other respects, the warranty also covers Demonstration Products, unless otherwise agreed in writing at the ordering stage.

WARRANTY MEASURE

The buyer must immediately notify the seller of the defective outdoor spa or part thereof. When reporting a fault, the model, the serial number, and the date of purchase and installation must be mentioned, as well as the quality of the fault and the conditions in which the fault occurred. Drop or its authorized service representative is responsible for detecting and correcting faults. The defective outdoor spa will be repaired by repairing, maintaining, or replacing the defective parts within a reasonable time, or at the sole discretion of Drop by replacing the defective outdoor spa in its entirety with a new outdoor spa. The service representative must have free access to each side of the spa according to spa installation guide. The costs of demolition of the terrace or other constructed structure, removal of the outdoor spa, or re-installation will be charged to the buyer. In the case of procedures that do not require special expertise, they will be handled with the assistance of a telephone support person or other similar means. The buyer must accept such a course of action when it is based on the seller's experience with repairs. If the seller or manufacturer requests information such as pictures in order to more easily assess the measures, the buyer must make his share. The seller's liability is limited to the delivery, repair or certain refund of the purchase price of the new goods at the seller's choice. The seller cannot be held liable for any direct or indirect damages, consequential damages, or loss of the buyer.

REFUND / INVOICING OF A WARRANTY PART

The manufacturer must be given the opportunity to verify the notified warranty case. The buyer must then follow the manufacturer's instructions. The original part in need of replacement will be delivered to Drop for inspection. If the part is not returned for inspection, the replacement part will be invoiced like any normal purchase, unless otherwise agreed.