

Guarantee

At The Hot Tub Factory, we're not interested in just selling you a hot tub. Our business is all about honesty and integrity. Our reputation and your recommendation are worth a lot more than a single sale. We want nothing more than to help you Relax & Be Healthy!



Money Back Guarantee

After your hot tub is delivered, connected to proper electric service and filled, if for any reason, within 60 days from the date of delivery, you're not completely satisfied with your new hot tub, The Hot Tub Factory will refund the purchase price of your new hot tub, provided the hot tub is still in new condition (Delivery fees, installation and related costs such as electrical contracting, use of crane, deliveries to destinations beyond our normal delivery area, out of state, etc. are not refunded). If there is any damage to the hot tub, repair costs will be deducted from the refund in order to bring the hot tub back to new condition. This guarantee is only to be used AFTER the hot tub is delivered and running.

Exchange Privilege

Within the first 6 months after delivery of your hot tub, if you decide you want a different model for any reason, The Hot Tub Factory will give you full credit of your original purchase price (less delivery fees and installation costs such as electrical contracting, use of crane, etc.) towards the purchase of a different model of equal or greater value. The hot tub being exchanged must be in new condition, and if there is any damage, repair costs will be deducted from the credit in order to bring the hot tub back to new condition. This exchange privilege can be used one time within the first 6 months.

Free Move

Within 12 months of owning your new hot tub, if for any reason you need your new hot tub moved from its original delivery location, The Hot Tub Factory will provide you with one free standard move anywhere within Nassau or Suffolk Counties, as described in our Move Order Form.

