

# SOAK LUXURY BATH PRODUCTS

11432 – 184<sup>th</sup> Street, Edmonton, AB T5S 2W7

Phone: 780-477-8695 Fax: 780-477-8698

## Regular Product Warranty Registration

Customer Name: \_\_\_\_\_ email: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Post Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Product Description: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Customer Possession Date (Attach Proof of Documentation): \_\_\_\_\_

**Warranty becomes effective on this date.**

PCS Office Use Only: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## Extended Product Warranty Registration

Please complete the information above in the regular warranty section. Upon acceptance and payment, SOAK will add an additional one year extended warranty for 10% of the original purchase price of this unit.

\$ \_\_\_\_\_ plus gst \_\_\_\_\_ = \$ \_\_\_\_\_

I accept Extended warranty

I Decline Extended warranty

Cheque     Money Order     Received by Procon     Charge to Card Below

Name on Card: \_\_\_\_\_ Card Type: \_\_\_\_\_

Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

I hereby authorize SOAK to charge the above amounts to the noted credit card, and I hereby authorize the Card Provider to approve the payments in accordance with the terms and conditions of the Cardholder Agreement.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Extended warranty is only available for purchasing within the first thirty days of customer taking possession of the product. Extended warranty will be declined automatically after a period of thirty days if customer does not purchase it within this time period. **\*Warranty is only valid with Original Purchase Receipt for warranty claim.\***

**OFFICE COPY**

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**CUSTOMER COPY**

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## **WARRANTY POLICY (RAIN SERIES STEAM SHOWERS)**

**SOAK LUXURY BATH PRODUCTS** (a division of PCS) will provide the following warranty on all **RAIN series product sold** by authorized dealers (Soak Dealers). **Warranty becomes effective at time of customer taking possession.**

❖ **Warranty for units assembled by SOAK/PCS authorized service personnel:**

1. One Year labor (Excluding trip charge). There is no trip charge for the initial service call after the assemble unit(s) is hooked up and water tested.
2. Two Year parts (Excluding Decorative Floor Board)
3. Three years on Acrylic
4. Trip charge is \$75 per service call after the initial service call. If the service personnel needs to return due to lack of parts, then, there is no trip charge to customer.
5. Extra Mileage charges will be applied for out of town customer

❖ **Warranty for units assembled by customer or non-authorized service personal:**

1. Two Year parts only (Excluding Decorative Floor Board)
2. Three Years on acrylic
3. Labor charges will be applied for all warranty work done by SOAK/PCS service personal
4. Extra Mileage charges will be applied for out of town customer

### **EXTENDED WARRANTY**

SOAK will make available for purchase at 10% of the original unit purchase price an additional ONE year extended warranty on all units sold.

- **Extended warranty includes parts and labor** for all units assembled by SOAK/PCS service personnel.
- **Extended warranty includes parts only** for all units assembled by customer.

### **IMPORTANT NOTE**

- Warranty is only effective upon presentation of original purchase receipt with warranty form. If the service call is due to warranty issue, SOAK/PCS will be responsible for the cost of the service call; If the service call is not warranty issue (such as operation of unit), customer will be responsible for the entire cost of the service call.
- For parts warranty period, SOAK/PCS will provide service on all units sold by SOAK/PCS at the current hourly rate.
- Following **warranty expiration**, SOAK/PCS will provide service on all units sold by SOAK/PCS at the current hourly service rate plus parts. A minimum of one hour will be charged. Travel outside of the Greater Edmonton Area will be charged at the current per Km rate.
- **A security deposit of \$500 (plus extra mileage charges for out of town customer) will be required at time of booking any Services after warranty. The actual cost will be given after service is completed. If the actual cost is over the deposit, customer will be responsible for the extra charges; if the deposit is below the actual cost, customer will get a reimbursement from SOAK/PCS.**
- **Territorial Soak Dealers are responsible to provide warranty parts and services to their own customers. Soak Head Office will only provide warranty parts which are claimed by territorial Soak Dealers.**

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*Providing Cost Effective Building Solutions for the Professional Contractor*

## **Soak Luxury Bath Product Limited Product Warranty**

All SOAK products are warrantied to be free from manufacturer's defects in materials and workmanship for a period of one year, provided that products are used in normal operating conditions intended by the manufacturer. This warranty is available only to the original purchaser of a product, or in the case of new construction the original purchaser of the residence the product is installed in, and is non-transferable. SOAK requires registration for warranty by completing the attached registration form and returning it to SOAK at the office address noted on the document. Failure to register within 60 days of purchase or possession will void the warranty. Extended warranty is available at time of registration also at attached presented costs.

If a product fails within the warranty period due to a manufacturing defect, SOAK will replace the part at no charge to the customer, and ship it to the customer free of charge. The warranty does not include installation labour and does not apply when the item has been tampered with, misused, improperly installed, altered in any way, or damaged through accident or abuse. In some cases, we may require the customer to ship the malfunctioning part back to SOAK for examination before we can replace the part. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

**Conditions:** If the products involved plumbing and/or electrical connections, they must be installed by a licensed plumber and /or electrician. A copy of sales receipt for installation by a licensed plumber and electrician will serve as sufficient proof for warranty claims. If the customer cannot provide evidence that the product was installed by a licensed plumber and electrician, the warranty will be voided. It is the plumber's responsibility to check for leaks after installation. Soak is not responsible for any damage caused by leaks that may occur or damage caused by improper wiring. It should be noted that if our products which run on 220V electricity, but get connected to a 110V power connection, the product may become damaged. This action will void the product's warranty.

**Exclusions:** Save as herein provided, there are no other warranties, conditions, or representations or guarantees, express or implied, made or intended by SOAK or its authorized distributors or sellers. Save as herein provided, SOAK shall not be responsible for any damages to persons or property, including the product itself, howsoever caused or any consequential damages arising from the malfunction of the product, and by purchase of the product, the purchaser does hereby agree to indemnify and save harmless SOAK from any claim for damages to persons or property caused by the product.

**General Information:** If a SOAK customer requires replacement for a part that was damaged by the customer or is otherwise not covered by the warranty, we will replace the part whenever possible at only our cost for the part plus shipping. We are in the business of selling reliable products, not profiting from price gouging on parts. Our ultimate goal is to leave you completely satisfied with your product, even years after you have purchased, and our technical support and customer service team will do their best to make sure this happens. SOAK stocks most commonly replaced parts. If a damaged part is in stock, we can ship it to the customer within 24-48 hours. We ship our parts by UPS or Canada Post standard ground. If customers wish to have the part shipped faster, we offer them the option of paying for other delivery choices. In the event that a part is not in stock, it will be shipped when available and may take up to 4 to 8 weeks.

If you have a warranty claim for our product, please e-mail us a photo of the broken part with your contact information to [edmonton@soakbath.ca](mailto:edmonton@soakbath.ca) or contact us by telephone at 780-477-8695 in Edmonton Alberta Canada.