

# Pre-Installation Testing and Procedures

## RETURN POLICY & CLAIMS

### Terms and Conditions

#### Pre-Installation Water Testing Disclaimer

At TubToday and its affiliates, our commitment to your safety and satisfaction extends beyond delivery. To ensure the utmost functionality and performance of your walk-in tub, we strongly recommend conducting a pre-installation water test. This precautionary step is designed to verify the integrity of your tub after it has arrived at your location and before the final installation process begins.

#### Recommended Testing Procedure:

**Location:** Choose an outdoor area, such as your driveway or another space that can safely manage water, for this test. It is crucial to select a location where water spillage will not cause damage or create safety hazards. This area should be level, hard, paved ground. If setting the tub on soft ground, keep it on the shipping pallet during this test.

#### Preparation:

Before filling the tub, ensure that all drain plugs are securely installed. This preliminary step is essential to prevent water leakage during the test. Do not glue into the drain fittings until installation, simply use the plugs inside the unit. **Electrical Safety:** Connect your walk-in tub to a GFCI (Ground Fault Circuit Interrupter) protected outlet. It is vital to keep all electrical cords away from water to prevent any risk of electric shock.

#### Testing:

Completely fill the bathtub with water. Once filled, run the tub's features (jets, etc.) for approximately 15 minutes. During this period, closely inspect the tub for any signs of leaks or loose fittings that may have occurred during shipping. **Inspection and Tightening:** Although it is uncommon, fittings may loosen during transit. This test allows you to identify and tighten any such fittings easily. Performing these adjustments outside is simpler and eliminates potential complications that could arise from water leakage inside your home. **Electrical Disconnect:** Prior to draining the bathtub, disconnect it from the electricity supply. Ensure that all electrical connections are safe and dry before proceeding to drain the tub. This step is crucial for maintaining a safe testing environment.

#### Importance of Pre-Installation Testing:

Conducting a water test before installing your walk-in tub allows for any necessary adjustments in a controlled and safe environment. While it is rare for shipping to affect the tub's fittings, taking the time to perform this test can prevent future issues and ensure your tub's optimal performance from day one. Document your pre-installation water test with photos or a video to show its performance. Save these photos for future reference.

#### Final Notes:

This recommended pre-installation test is part of TubToday and its affiliate's dedication to delivering products that meet the highest standards of quality and safety. Should you encounter any issues during this process, our customer service team is on hand to provide assistance and guidance. Remember, taking these proactive steps before installation can save time, effort, and ensure a seamless integration of your new walk-in tub into your home.

#### Shipping and Inspection Disclaimer

At TubToday and its affiliates, we go to great lengths to ensure that your walk-in tub reaches you in perfect condition. Before shipment, each product undergoes a comprehensive water test and a meticulous inspection of its components and finish. This rigorous process is designed to ensure that your tub meets our high standards of quality and functionality.

#### Customer Responsibility:

**Inspection Upon Delivery:** It is the customer's responsibility to inspect the delivered unit upon arrival for any damages that may have occurred during freight shipping. The integrity of the product's condition is a priority, and immediate inspection is crucial in identifying any issues that may have arisen during transit.

#### Making a Claim:

In the event that you discover damage upon delivery, it is imperative to make a claim with the delivery driver before they leave the site. We strongly encourage you to be present during the delivery to conduct this inspection personally.

#### Documentation:

Taking all necessary precautions includes documenting any discrepancies or damages with photos during the inspection. These photographs will be vital in processing your claim.

#### Claims Processing:

Claims for shipping damage will be processed directly with the freight company. TubToday and its affiliates will assist in this process by providing necessary documentation and support to ensure that your claim is addressed promptly and efficiently.

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#### Important Considerations:

Failing to inspect the delivered unit upon arrival and/or not making a claim with the delivery driver before they depart may limit your ability to rectify any shipping damage issues. We understand the excitement and urgency in receiving your new walk-in tub, but taking these steps is crucial for protecting your investment. TubToday and its affiliates is committed to ensuring that your experience from purchase to delivery is as smooth and satisfactory as possible. We appreciate your cooperation in these procedures, designed to protect both your interests and the integrity of your new walk-in tub.

For any questions regarding the delivery process, inspection guidelines, or claim procedures, please contact our customer service team for detailed support and guidance.

#### Refunds/Returns:

Re-Stocking fee of 20% + Shipping costs and expenses for any product that is returned within 90 days of the original purchase date. Post 90 days, no refunds for any reason will be given. A refund will be processed within 7 days, after the product is received and inspected by TubToday staff. Product must be returned in its original undamaged container to be eligible for a return. The same terms apply for exchanges or order modifications. If product is received with use or damage, TubToday will store the product on your behalf for 90 days but will not accept it or process any refunds. TubToday recommends you take photographs of the product when it is staged for return shipping to aid in claims against the carrier should damages occur during transit back to TubToday. You may be asked to assist in the claims process should the product arrive with damage from shipping.

#### Return Shipping Address:

TubToday  
3140 W. Main St  
St. Charles IL 60175

#### Legal Disclaimers:

TubToday and its affiliates disclaims any implied warranties, including but not limited to, the warranties of merchantability and fitness for a particular purpose. Our liability under this warranty is limited to the repair or replacement of defective parts as stated, and does not cover any incidental or consequential damages. By purchasing a walk-in tub from TubToday and its affiliates, the customer agrees to these terms, acknowledging that the return policy and warranty provide fair and adequate protection for both parties.

#### Dispute Resolution:

Should any disputes arise, TubToday and its affiliates are dedicated to addressing concerns through amicable mediation. If mediation fails to resolve the issue, the dispute will be settled through binding arbitration, following the rules set by the American Arbitration Association. To ensure a fair and expedient process, all arbitration proceedings will take place in Kane County, Illinois, circumventing the need for more formal and costly court proceedings.

#### Additional Warranty Clarification:

At TubToday and its affiliates, we stand behind the quality and durability of our products, offering a comprehensive warranty to ensure your peace of mind. It's important to note, however, that our warranty is specifically designed to cover the walk-in tub itself. In the unlikely event that a leak or failure were to occur, we are committed to providing the necessary replacement parts in accordance with the warranty period. However, we must clarify that TubToday and its affiliates is not liable for any damage that may occur as a result of this failure. This includes, but is not limited to, any consequential or incidental damage to your property. Our priority is to address any issues with the tub directly, ensuring its proper function and your satisfaction. Please understand that this limitation of liability is a standard practice, aimed at protecting both our customers and our company, while still providing a robust warranty for the tub itself. We appreciate your understanding and are here to support you throughout the lifespan of your product. Specific Warranty information will be included with your bathtub. You must register your bathtub directly with the manufacture as soon as you are able to complete the form, within 90 days of its installation.

#### Purchase Agreement and Acceptance of Terms:

By purchasing this product, you, the buyer, explicitly agree to be bound by all terms and conditions set forth in this agreement, including but not limited to any pre-testing procedures specified herein. It is your responsibility to thoroughly review these terms prior to completing your purchase. Your decision to proceed with this purchase constitutes your full and irrevocable acceptance of all terms, which form a legally binding contract between you and the seller. This agreement ensures that both parties are aware of their rights and obligations and serves as a definitive resource for resolving any disputes that may arise in relation to this transaction.

#### Contact Information:

We at TubToday and its affiliates provide products and services that improve your quality of life. Our return policy and our manufactures warranty are designed to ensure your satisfaction and peace of mind. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at 1-888-494-BATH or by mail at TubToday 3144 west Main Street, St. Charles, Ill. 60175.