



Door/Door Seal Warranty

Subject to the terms and conditions herein, BathAid, Inc. warrants to you, the original purchaser/homeowner, that the BathAid Walk-In Tub door or door seal will not fail or become inoperable so long as you own and reside in the residence where the BathAid Walk-In Tub has been delivered, subject to the exceptions, limitations, disclaimers and other terms and conditions contained in this document.

Tub Shell/Finish/Frame Warranty

Subject to the terms and conditions herein. BathAid, Inc. warrants to you, the original purchaser/homeowner, that the BathAid Walk-In Tub shell, finish, and aluminum frame will not crack, fade, delaminate, or blister for as long as you reside within the residence where the BathAid walk-in tub has been delivered, subject to the exceptions, limitations, disclaimers, and other terms and conditions contained in this document.

5 Year Limited Warranty

Subject to the terms and conditions herein, BathAid, Inc. warrants to you, the original purchaser/homeowner, that the water pump, in-line heater, and air blower will not fail nor become inoperable for 5 years from date of purchase, so long as you reside where the BathAid Walk-In Tub has been delivered.

1 Year Limited Warranty

Subject to the terms and conditions herein, BathAid, Inc. warrants to you, the original purchaser/homeowner, the ozone generator, light and timer switches are under warranty for one year from purchase date, so long as you reside within the residence where the BathAid Walk-In Tub has been delivered, subject to the exceptions, limitations, disclaimers, and other terms and conditions contained in this document. Other components used for the installation of the tub come with their own manufacturer's warranty.

Installation and Workmanship

The installation provider warrants the installation of products to be free from defects in workmanship from the date the installation of the product is completed for a period of one (1) year of normal use. This workmanship warranty does not include any damages or defects in the product except to the extent solely caused by installation of the product. The installation provider reserves the right to inspect the areas at issue to determine the cause of the alleged defects. If the defects are determined to be within the scope of the workmanship warranty, the installation provider will make the necessary repairs at the installation provider's expense. The installation provider's repair of the defect SHALL BE THE SOLE EXCLUSIVE REMEDY available to the covered person or entity with respect to any defect. The installation provider will not refund or pay any costs in connection with

repairs made by anyone other than the installation provider. The installation provider liability to the covered person or entity shall be subject to the following terms and conditions:

- The covered person/entity must provide proof that they are the covered person/entity;
- The covered person/entity must provide written notice to the installation provider within 30 days after discovery of any claimed defect covered by this warranty and before beginning any repair. The notice must describe the location and details of the defect and such information as is necessary for the installation provider to investigate the claim; and
- Upon discovery of a possible defect, the covered person/entity must immediately, at the covered person/entity's sole expense, provide for protection of all property that could be affected until the defect is remedied.

Exclusions: This warranty does not cover damage or defects resulting from or in any way attributable to: (a) neglect; (b) misuse; (c) abuse; (d) repair or alteration made by anyone other than the installation provider; (e) settlement or structural movement and/or movement of materials to which installed products are attached; (f) damage from incorrect design of the structure; (h) acts of God including, but not limited to, hurricanes, tornados, floods, earthquakes, severe weather or natural phenomena, (including, but not limited to, unusual climate conditions); (i) lack of proper maintenance; and (j) any cause other than workmanship defects attributable to the installation provider.

Disclaimer: The statements in this warranty constitute the only warranty extended by the installation provider for its workmanship. NO OTHER WARRANTY SHALL BE MADE BY OR ON BEHALF OF the installation provider.

Settlement of Claim: Any repairs made by the installation provider pursuant to this warranty shall constitute a full settlement and release of all claims of any covered person/entity hereunder for damages or other relief and shall be a complete bar to any litigation filed subsequently to the covered person/entity's acceptance of such an agreement.

Requested Service

Should the original purchaser/homeowner request service on any aspect or function of the walk-in tub from BathAid, Inc. after purchaser has installed the walk-in tub, additional labor fees will be applicable. BathAid, Inc. will supply parts covered under warranty at no additional charge to customer subject to the exceptions, limitations, disclaimers, and other terms and conditions contained in this document. Other components of the BathAid Walk-in Tub may be covered by warranties provided by the manufacturers of these components which will be provided to purchaser/homeowner. The third party warranties should be closely reviewed to determine your rights.

How to obtain Warranty Service

To submit a claim, please provide a signed and dated copy providing proof of purchase of either the home or remodel job, warranty registration card dated and filled out. Submit to BathAid, Inc. along with your home address. Warranty service requests must be submitted in writing by registered mail to BathAid, Inc., PO Box 10, Hohenwald, TN 38462. Claims must be submitted promptly after discovery of the claimed defect and within the applicable warranty period. Upon receipt of the claim if it is determined that a valid claim exists under one or more of the warranties, the defective product or component will be shipped to the customer. In the event BathAid, Inc. must replace a product or component and the original replacement is no longer available, BathAid, Inc. or its designated representative shall have the right to substitute a product or component designated by BathAid, Inc. or its designated representative to be of equal quality. Replacement of product or component does not renew the warranty period. Non-warranty requests for repair or adjustment may result in additional service charge.

Items not covered by Warranty

All warranties terminate immediately upon the transfer of home ownership. All warranties assume normal and reasonable use of BathAid Walk-In Tub. These warranties do not cover any other damage, workmanship, or material failure including, but not limited to, damage caused by occurrences beyond the control of BathAid, Inc.. These damages and/or occurrences include incompatible accessories; removal, repair, or re-installation of BathAid Walk-In Tub or any component thereof by any person not a representative of BathAid, Inc.; corrosive effects of chemical pollutants; normal fading; fire; weather of catastrophic nature as defined by the US National Weather Service and other acts of God; intentional acts and/or unreasonable use of unit or failure to provide reasonable maintenance. BathAid, Inc. expressly disclaims any liability for any cost of defects or damages with respect to installation by third party contractors. This warranty is not transferable.