



June 16th, 2023

IMPORTANT NOTICE

RETURN MERCHANDISE AUTHORIZATION (RMA)

Effective immediately:

- Please keep all unit impeccable until we let you know if we are taking it back.
- From now on when a spa is return to our warehouse you will be charge for every missing part.
- It is mandatory to leave all components on the spas including doors, jets lights, pumps, spa pack, electrical wires, etc.
- Please remember the customer gets to keep his old cover.

Do not return the cover to us with your RMA

- Our warehouse will do an inspection on every returned spas and if components are missing they will be charged back \$ to you so this will affect the amount of the credit note you will be receiving \$
- Each spa must be identified with it's RMA paper for tracking purposes.

Thank you

The Management Team

If you have any questions please contact our warranty department and someone will explain it to you.

Please send a return email to me that you are aware of this notice and understand how it works.

www.purspas.com
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