



## Merchandise Return Procedure

Returns are applicable on most new and unopened items within 15 days of receiving your package. Refunds are applied less 20% for stocking and handling fee OR original freight charges whichever is less. All freight charges are nonrefundable. Items must be returned freight prepaid with a valid Return Goods Authorization Number (RMA). Without a proper RMA number, we will be unable to track your returned package or apply a refund. We will pay the return shipping costs if the return is a result of our error and we request the item returned. An RMA number is still required in this case.


## How to Request an RMA Number?

When you registered on the site you created an account. With this account, you can request an RMA number by going to your account, clicking orders, and requesting a return. Once this is done through your account with the reason for the return, we will either approve, deny or ask for more information. Once approved, an RMA number is sent to you. This allows us to track the return and issue a return label if required.

## ORDERS

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### Orders



Order #15982

1 product totaling \$58.99

ORDER PLACED

Sep 08, 2023

LAST UPDATE

Sep 11, 2023

SHIPPED

[Return Items?](#)

## Product Damaged During Shipping

All products/packages leave our distribution center undamaged. If product arrives damaged, you must note it with the driver (in writing) on the bill of landing/receipt that you sign. Failure to do so will nullify the shipping insurance. To properly document damage, please take pictures and include details, then email us.

## Refunds

All refunds are processed after the product is received at our warehouse and the return dept approves it. Once approved an email is sent to the email address that you registered with. You should see the credit on your payment method within 15 days after it is approved. If you do not, then please check with your financial institution.

## Warranty Items – Defective Product

All warranty items are to be returned to our Distribution Centre freight prepaid with a proper RMA number. If you believe that you have received a defective product, then a return authorization must be applied for. The item must be returned to us before a new item is sent out. If you cannot wait to have the item sent back to us and then inspected, then you will have to purchase a new item and we will refund you if the product is deemed a warranty claim.

If the item is deemed to be defective and a warranty item, Canada Hot Tub Parts will reimburse the customer "company" freight rate to the consumer, or an applied credit will be issued to customers account for future purchases. If you have any questions, you can contact us before returning an item.

### We cannot accept returns from these product categories:

- Electronic Items such as GFCI breakers, sensors, pressure switches, heaters, spa control packs topside keypads, circuit boards, and salt cells, salt systems, LED lights and light bulbs
- Chemicals include all liquids, tablets, or granules.
- Items which have been opened and removed from their original packaging, or any items or parts removed from a bundle.

**Please Fill this Return Form and send back with the product**

Return Form RMA#
Name:
Order Number:
Phone Number:
Email Address:
Reason for Return: