

Maintenance T's & C's

Oxon Tubs



Payment

Payments for all maintenance work must be made in advance of said work commencing, apart from puncture repair work, which can be paid for after completion, if the repair can be completed. All collection and drop of payments must be made in advance of collection by Oxon Tubs.

If you have a discount or promotional code please note that you can only apply one of these per maintenance booking.

Success rate of maintenance work


Please note that neither Oxon Tubs, nor any other company can 'guarantee' that repair work completed on hot tubs will be 100% successful. In situations where it is possible, Oxon Tubs will always recommend first contacting the manufacturer of said hot tub if the warranty is still valid. If not, Oxon Tubs will attempt to complete a repair to the best of Oxon Tubs' ability. Please note that Oxon Tubs do not accept refunds on maintenance work that has not been successful.

Drop off and collection

When collecting a tub from a customer for repair, Oxon Tubs require the tub to be fully drained and deflated before arrival. If this is not the case, Oxon Tubs will complete a drain and deflate for £20/hr, with a minimum charge of 1 hour. Oxon Tubs do not accept an liability for damage caused when draining, deflating or transporting a customer's hot tub. If a customer causes more damage to the tub when draining and deflating, Oxon Tubs will be more than willing to fix the damage as per the prices on www.oxontubs.com.

Puncture repair requirements

Oxon Tubs require you to deliver the hot tub to us for puncture repairs or you can request our pick up service for an additional charge. Oxon tubs can refuse to fix a tub that has had past repairs done. We will also require you to collect the tub when the repairs are completed. Once a



collection time has been agreed you will have to collect within 48 hours of the agreed upon time, or Oxon Tubs retain the right to charge an additional holding fee of £50 per 24 hour period.

Set up requirements

Oxon Tubs will only set up a hot tub if the following requirements have been met;

- There is ample space to set up the hot tub (at least 2m x 2m of flat, hard ground)
- Access to a wall socket within 7ft of where the hot tub is being set up (PLEASE NOTE: Oxon Tubs will not set up any hot tub that is being powered via an extension cable)
- Some form of matting has been laid down where the hot tub is going to be situated
- At least one form of water source (be an inside or outside tap) is within 25m of where the hot tub is being set up