



# Warranty Claim Form

*The form can be printed for your convenience*

CLAIM DATE:

\_\_\_\_\_

Thank you for purchasing Aleko hot tub. We hope you are enjoying your product aside from the issue that you are contacting us about.

We understand products may become defective and may qualify to be repair or replaced under warranty, and we would love to help!

The following form must be filled before the issue can be resolved. Thank you for your patience as we promptly address your claim.

## **Step #1** Complete the following information:

Name:

\_\_\_\_\_

Address:

\_\_\_\_\_

City/State/Zip:

\_\_\_\_\_

Telephone:

\_\_\_\_\_

Email:

\_\_\_\_\_

## **Step #2** When did you purchase item?

Date:

\_\_\_\_\_

Month:

\_\_\_\_\_

Year:

\_\_\_\_\_

Invoice#

\_\_\_\_\_

**Step #3** Product Information & Complaint.

Product Name		Product Model/ SKU#	
Description of the type of defect (PLEASE BE AS SPECIFIC AND DETAILED AS POSSIBLE).			

**\* Step #4 \*** Take pictures:

1. Take a picture of the entire defective item.
2. Take a close up picture and video of the defect.

**Step #5** Make a copy of the sales receipt showing you as the original purchaser.

**Step #6** Send this form, pictures, video, and the copy of your receipt to our product experts: [hello@aleko.com](mailto:hello@aleko.com)

**Step #7** We will review your claim to verify.

**Step #8** If your product is defective we will provide you with a replace part.

**WARRANTY**

- All Aleko hot tubs are covered by this limited warranty for a period 12-months of from the date of original retail purchase and apply only to the original retail consumer.
- The limited warranty does not apply if the products are subject to misuse, abnormal use or operation, accident, improper voltage, and damage caused by exposure to fire, ice or freezing, etc.

<http://www.aleko.com>