



SHIPPING POLICY

Spas shipping policy:

Spas will be shipped 4-6 weeks ARO and once all prepayment requirements are met.

Parts shipping policy:

Parts ordered before 12:00 CST will be shipped same day and once any prepayment requirements are met.

RETURN POLICY

Spas Return Policy:

All spa orders are confirmed with end-user before shipment. This includes model, color, style and price. Returns are extremely rare and will be processed individually depending on the reason for the return.

Parts Returns during warranty period:

After consulting with Penner Patient Care Customer Service and determining the part is under warranty, Penner Patient Care will send out a replacement part at no charge to the facility.

Parts Returns after the warranty period:

After consulting with Penner Patient Care Customer Service and determining the part is out of warranty, Penner Patient Care will send out a replacement part once any prepayment requirements are met.

Penner Patient Care, Inc.

Customer Service

1-800-732-0717