

Terms of sales

Guarantee terms

All our Hot Tubs, Swimming Pools and Water Sport items are covered by a 6 month manufacturers warranty. Shipping is not included with or without the warranty. This covers manufacturing defects discovered while unpacking the product or during use, within the limits of use and respectful of warnings and instructions given within the user's manual. It covers the damaged parts, and not the entire set. The manufacturers warranty does not cover product damaged due to human error, external environment or negligence, such as new punctures, which can be resolved using the repair kit provided, or new system error codes, which can be resolved using the owners manual. This warranty applies only to products which have not been modified by any third parties or used for commercial purposes. The product must be stored and handled in accordance with the technical recommendations.

Refund Policy

In case of refunds a full payment will be done once items have been received / shipped back or evidence of damage provided.

Return Policy

Non-damaged products are all non-refundable and non-returnable after the order is completed. We have a 7-day return and refund policy for damaged items only, which means you have 7 days after receiving your item to request a return and refund for items that arrive in a defective condition.

To be eligible for a return or refund, the defective item must be in its original packaging with tags included. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at hello@hkhottubs.com. If your return is accepted, we will arrange shipping, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

Return Fees

All charges will be waived for local returns within HK.

Delivery methods and delays

Our deliveries take approx. 3 to 8 business days. We offer FREE shipping on ALL Hong Kong orders. Except:-

- We do not deliver orders over 30kg to the outlying islands (Lamma, Cheung Chau, Peng Chau, etc.). These items must be delivered to an alternative address and transport (i.e. Cargo Ferry, Van, etc.) arranged separately by the receiver.
- Buildings without lift or products can only access through staircases, there will be additional delivery charge of HKD\$150 per floor, every ten steps count as one floor, if the remaining steps are less than ten steps still count as one floor.