

Spa Sauna Direct Return Policy:

Manufacturer’s warranties are in effect on our products. This applies to manufacturing defects that are covered by the manufacturer on record for that particular product. If after reading the manufacturer’s warranty and you feel you have a valid claim, please complete the form below to receive a Return to Vendor authorization number.

- All freight to and from Spa Sauna Direct is the sole responsibility of the end user.
- Returned product will only be accepted if returned in its original packaging, with all warranty cards, and owner’s manuals returned.
- If a product is returned because it was “mis-ordered”, there is a 15% restocking fee. If the product is not returned in new resale condition, no refund will be issued.
- Shipping/handling fees are non-refundable
- After 30 days from original invoice purchase date, no mis-ordered parts will be accepted for return.

Because of the delicate nature of electrical or electronic parts, they cannot be returned for credit, and will only be exchanged. Please call QCA Spas technical service department at 866-998-0148 before ordering to insure that you are ordering the correct replacement part.

Name: _____

Email: _____

Order Number: _____

Message: _____

Send all returns to:

Spa Sauna Direct

Returns Department

431 South 6th Avenue

DeWitt, IA 52742

Be sure you have written your RTV # on the outside of the package and include a copy of your original order inside the package for proper credit to your account.