



## Warranty Control

1. Once a service repair is completed, a fully completed Warranty Claim form must be faxed to Saratoga Spa along with the following documentation:
  - Proof of purchase containing spa serial number, date of sale and customer's signature. *NOTE: If you are not currently collecting a customer's signature at the point of sale you need to begin doing so immediately. Proofs of purchase dated after 5/1/07 not containing a signature will not be accepted.*
  - A copy of the work order used to do the repair containing the customer's signature. *NOTE: If the customer is not home at the time of service please mark "Not Home". If customer signs the Warranty Claim form the work order is not necessary.*
2. All parts removed from a spa for replacement and/or request for labor must have an authorized RGA #. To receive a RGA # a dealer must provide the following to Saratoga Spa:
  - The completed Saratoga Spa Warranty Claim form
  - Spa proof of purchase containing spa serial number, date of sale and customer signature
  - Copy of the work order signed and dated by the customer
3. After receiving a RGA # from Saratoga Spa the dealer must mark the original Warranty Claim form with the RGA # and return it with the corresponding parts.
4. All removed parts must be returned only to Saratoga Spa Company, Attn: Warranty Control Dept., 33 Wade Rd., Latham, NY 12110. Saratoga Spa will not be held responsible for parts returned to any other address. The RGA# must be designated on the return packaging.
5. Parts must be returned within 30 days of the service call and contain a copy of the completed Warranty Claim form.
6. Any parts received without a RGA # will be returned to the dealer COD.
7. All returned parts will be tested by Saratoga Spa's Warranty Control department within 7 business days of receipt.

WARRANTY CONTROL (cont'd.)

8. After notification of any denied parts and/or labor, the dealer has 3 business days to provide all requested information or notify Saratoga Spa whether the parts are to be returned via COD or disposed of. In the case that Saratoga Spa does not receive a timely response, all parts will be disposed of.

These Warranty Control procedures must be strictly followed and are necessary to receive credit on all parts/labor claims. Please provide all proper documentation when applying for RGA #'s to ensure

a quick response. To obtain a RGA #, contact Saratoga Spa's Warranty Control Administrator at (518) 786-1200 or by email at [saratogatech1@saratogaspas.com](mailto:saratogatech1@saratogaspas.com).

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Spa Dealer

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Saratoga Spa Representative & Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date