

Return & Exchange Policy

AquaFire Leisure
Beachcomber Hot Tubs Canmore & Cochrane

We strive to accommodate returns and exchanges whenever possible, in accordance with the guidelines outlined below. If you do not have the original invoice, we can assist with returns or exchanges by locating your previous purchase in our system when possible, provided the merchandise is unused and undamaged, and you present valid identification along with the original payment method.

When presenting the original proof of purchase, we are happy to offer the following:

- **Product Exchange:** Available for all new merchandise in its original packaging within 30 days of purchase.
- **Reimbursement Return:** Available for all new, non-clearance/sale merchandise in its original packaging within 14 days of purchase.
- **Refunds:** Refunds will always be issued to the original payment method. If the original payment method is not available, the refund will be issued as in-store credit.

For certain products (clearly indicated on the packaging or invoice), we offer a **14 or 30-day 100% Money-Back Guarantee** from the date of purchase. We stand behind the products we sell and only offer items we use in our own homes for family and friends to enjoy. If you're not 100% satisfied, simply return or exchange the item in new condition, with original packaging and invoice. Please let us know the reason for your return so we can ensure we resolve the issue.

To make returns and exchanges as easy as possible, if there are any issues with your product, bring it to our store within 7 days of purchase for an immediate exchange of equal value. We will inspect and test the item to ensure there is no misunderstanding, user error or damage. If the product has a manufacturer defect (not caused by physical damage), we will exchange it promptly with the original packaging and invoice.

Final Sale Items: The following items are final sale and cannot be returned or exchanged under any circumstances:

- Water care products, Special orders, Refurbished products, Non-sealed products, Circuit boards, Pool and spa pipes, hoses, and fittings, Glue, primer, light bulbs, and wellness products.

This also includes but is not limited to credit card fees, clearance/sale items, cash-and-carry items, and products on our final sale list. No exceptions.

Special Order Definition

A special order refers to items that are not typically stocked in our stores and must be specially ordered for the customer. This includes, but is not limited to, custom-made or ordered hot tubs, swim spas, plunge pools, covanas, saunas, fire tables, patio furniture, and any other special-ordered or non-stocked products from any brand category. Custom ordered hot tub covers, filters, specialty parts, or water care products are always considered special orders and are final sale.

100-Day Beachcomber Promise

if you decide that your stock Beachcomber Hot Tub is not a fit for your home within the first 100 days, we will arrange for a pick-up and exchange or pick-up and a refund, less shipping, installation value, pickup, accessories and labour. (customized Beachcomber Hot Tubs are not eligible for returns; exchange only). Full program details can be found on www.beachcomberhottubs.com/freetrial

Additional Terms

- All credit card or debit card refunds are subject to a 3% administrative fee.
- Returns are subject to a restocking fee of up to 35%, as determined by management. Customers are responsible for all shipping and handling fees.
- We reserve the right to refuse any return or exchange without original proof of purchase, or if the return or exchange contradicts our policy. A valid form of government-issued identification may be required for returns or exchanges.