

Bestway® | LIMITED WARRANTY

Bestway (Hong Kong) International Ltd. ("Bestway") warrants to the original end-user purchaser in the United States that the products identified in the table below ("Products") will be free from manufacturing defects for the warranty period identified for the Product in the table below. The warranty period begins on the date of purchase or the date of delivery of the Product to the original, end-user purchaser, whichever is later.

Because Bestway cannot control the quality of Products sold by unauthorized sellers, this warranty applies only to Products that were purchased from Bestway or a Bestway authorized seller in the United States and Canada, unless otherwise prohibited by law. Bestway reserves the right to reject warranty claims for Products purchased from unauthorized sellers, including unauthorized Internet sites.

This warranty does not cover any damage or defects due to:

- normal wear and tear;
- misuse, including use outside of the owner's manual guidelines;
- alteration to the product by the end-user or any third party;
- improper storage or handling, including storage or handling not in accordance with the technical recommendations in the owner's manual;
- negligence.

Bestway will repair or replace the damaged or defective part(s) only. Bestway will not repair or replace the complete set.

Purchasers of Products who wish to make a warranty claim based upon a Product defect should complete the warranty claim form found at <https://www.bestwayusa.com/ourwarranties>. You will be required to submit proof of purchase from an authorized seller. This warranty does not cover Products purchased as used or "second hand as is". Bestway reserves the right to request additional information in order to process a warranty claim, including, but not limited to, Product serial numbers or photos of the Product or parts. You may also be required to the return of the Product or certain parts for additional testing or to otherwise assist in processing your claim.

There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY PERIOD DESCRIBED HEREIN. UNDER NO CIRCUMSTANCES SHALL BESTWAY BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. Some States do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

If you have any questions about whether a seller is authorized or any other questions regarding this warranty, the warranty period, the warranty claim process or the status of a warranty claim, please contact us through the form at <https://bestwayusa.com/support> or write us at: Bestway Customer Service – 3435 S. McQueen Road – Chandler, AZ 85286

We encourage you to visit <https://bestwayusa.com/ourwarranties>, where you can find additional information, which also includes a table listing our product categories and the associated warranty period.

Note: Warranty claims can be submitted online at <https://bestwayusa.com/registration-warranty> for faster service.

WARRANTY CLAIM FORM

Please choose your product type: ☐ Portable Hot Tub ☐ Above Ground Pool (AGP) ☐ Pool Accessory (ACC)
☐ Stand-up Paddleboard (SUP)

TO: Bestway® Service Department

Date: _____ Date of Purchase: _____

REQUIRED INFORMATION — PLEASE WRITE SHIPPING ADDRESS

Name: _____ Address: _____

Zip Code: _____ Retailer: _____

Country: _____ City: _____

Mobile: _____ Telephone: _____

Fax: _____ E-mail: _____

Serial Number: _____

Please write the problem you are having with your specific product, be as detailed as possible: _____

[illegible]

Note: MAIL-IN OPTION ONLY. This warranty form must be filled out with a copy of your receipt/invoice and mailed to our mailing address provided.

Mailing information: Bestway (USA), Inc.
Attn: Warranty
3435 S. McQueen Road
Chandler, AZ 85286