

TERMS & CONDITIONS OF SALE

05.01.2019

IMPORTANT TO READ AND REVIEW PERIODICALLY

These terms and conditions govern all orders placed by HOLLSPA account holders. It's your responsibility to read and review periodically as they might change without notice.

REQUIREMENTS

In order to become a dealer, you must have a brick & mortar showroom, or be a benchtop / plumbing / tile wholesaler. You need to submit an ACCOUNT APPLICATION including a Resale/Exemption Certificate and be approved prior to purchase. NO INTERNET SALES BY ACCOUNT HOLDERS WILL BE ALLOWED WITHOUT WRITTEN PRIOR PERMISSION FROM HOLLSPA PRODUCTS LLC. MINIMUM ADVERTISED PRICE POLICIES APPLY.

PAYMENT TERMS

Early payments receive a 2% discount if received within 10 days DOI. Regular payment terms are Net 30 days DOI with credit approval. Orders paid at time of ordering may be paid by Visa, Mastercard, American Express or electronic check payment. Custom orders require 50% deposit. HOLLSPA shall have the option to charge 1.5% interest on all past due accounts monthly. In the event of legal action to collect any past due amounts, the buyer shall be responsible for all attorney Collection fees, court costs or other fees reasonable and proper for such collection(s).

FREIGHT

Shipping charges will be applied to all orders under \$4,000. Shipping originates in Bethesda, Maryland unless noted differently in Order Acknowledgement. Consult our SHIPPING POLICIES for details.

PRICES

All prices are subject to change without notice. We reserve the right to invoice all merchandise at prices in effect at the time of sale.

CLAIMS

All items are inspected before leaving the warehouse and delivered to the carrier in good order. Packages must be inspected upon receiving and not accepted if visibly damaged. Once an order is received by the buyer, it must be immediately opened and reviewed for order completeness and accuracy. For claims to be honored, the customer must contact HOLLSPA within four (4) business days of receiving the merchandise. Claims for damage must include a copy of the order, shipping tracking number, and photos of (1) the whole package, (2) the visible damages to the package, (3) the whole item or items being claimed, and (3) the damage(s).

DO NOT allow any products to be installed that are thought to be unacceptable in any way. We take the view that any product installed will be deemed acceptable by the customer.

RETURNS

Returns are accepted within 90 days of order ship date and are subject to a 25% of net restocking fee, in the form of a credit to your account. Items must be uninstalled, in original packaging and in resalable condition. There are no returns on wall displays, vignette displays, or custom items.

Customer must request and receive a RGA (Return Goods Authorization) number and form prior to returning product, following the instructions in the RGA form. Submit return requests via email to: support@hollspa.com and allow 2~3 business days for RGA creation. RGAs are valid for 60 days from creation.

LIMITED PRODUCT WARRANTY

HOLLSPA warrants that if a product is deemed by our inspection to be defective in material or workmanship during the warranty period, HOLLSPA will at its option either repair, supply a replacement part or a refund for the defective item, provided that the product has not been subject to faulty installation, abusive treatment, or neglected maintenance and care. This warranty does not cover damage or defects due to normal wear and tear, hard water, or other than normal usage as a shower bench for individual seating within the rated load capacity of the product purchased.

The warranty period which begins at the time of purchase from HOLLSPA extends for five years for all mounting kit parts and benchtop support plates, and two years for all standard benchtops. Institutional and business uses reduce the warranty period to one year for all of our products. Excluded from this warranty are all custom products and display items.

This warranty does not cover labor charges or associated costs to repair or replace. We make no other warranties, express or implied, including that the product sold is merchantable or fit for a particular use. Under no circumstances shall we be made liable for incidental or consequential damages, loss or expense of any nature whatsoever, unless these limitations are not legally allowed in the state where the product is installed.

PROPER PLANNING, INSTALLATION, MAINTENANCE AND CARE

Refer to the installation instructions and our website hollspa.com for minimum and maximum benchtop sizes, bracket spacing, lateral overhang, and maximum loads allowed. Refer also to the installation and our website hollspa.com for additional requirements for customized benchtops.

It's imperative that our products be installed, maintained, cared for and used in accordance to the installation instructions supplied with our products. Product and technical support are also available online, by phone (800.215.0203 • 301.926.6788) or email (support@hollspa.com).

SPECIFICATIONS

We reserve the right to make changes to our products without notice. Up-to-date specifications can be found at hollspa.com.

CUSTOM ORDERS

We fulfill orders of custom benchtops and support plates. Send a request for quotation via email to support@hollspa.com. We provide a convenient CUSTOM BENCHTOP CHECKLIST, available at hollspa.com and in the HOLLSPA's dealer binder. Allow 3~5 business days for delivery of custom estimates.

Custom benchtops are shipped within 3~4 weeks of ordering. Custom support plates are shipped within 8~12 weeks of ordering.

HOW TO CONTACT US

SUPPORT (Accounts & Orders)
800.213.0203 • 301.927.6788
support@hollspa.com
hollspa.com

MAILING ADDRESS (Payments & Returns)
Hollspa Products, LLC
6907 Breezewood Terrace
North Bethesda, MD 20852 USA