

Spa Cover Production, shipping, return policy and warranty.

***We do not ship covers outside of the United States.**

1. You will receive a copy of your order via return e-mail. Please check it to be sure your order is accurate. If you wish to make changes, **please notify us within 2 business days.**
2. All of our covers are custom made to order. Due to the large number of spa companies and spa models for each company, there is no one size fits all cover for every spa, and there is no way to keep covers in stock for each spa on the market. For this reason, we ask the customer to provide the dimensions for their spa to ensure we build the cover to their specifications. Once the order is placed your credit card is charged. You can change or cancel your order up to two business days after you place it. However, this one's written in stone: **We cannot cancel or make changes to your cover order once it is in production. Spa covers are covered by the warranty but are not otherwise returnable.**
*Special note regarding safety straps: due to common production variations within the same make and model, **it is not possible to guarantee matching safety strap placement.**
3. Spa covers are currently averaging 2-3 weeks between the time you order to the time you receive your cover. Lead time can vary depending on your location, weather conditions and holidays. If we are delivering to a remote location please add an extra 2-3 days. There is a flat \$100 shipping charge for all Spa Covers. Additionally, we can ship covers to most addresses in Alaska or Hawaii for an additional fee. Please call us to order at (385) 233-0179. Currently we **do not** ship spa covers to Canada
4. Please be sure to give us an accurate e-mail address and DAYTIME phone number so the shipping company can call you and arrange for a convenient delivery time (a cell phone number is often the best option for this). You will receive a projected ship date within 10 days of submitting your order. When the cover is finished in production we will contact the shipping company for pick-up, and provide you with the shipping details including a tracking number and an estimated time of delivery.
5. Taking delivery of a new spa cover is much like taking delivery of new furniture. It's a good idea to be present when the cover is delivered. If you choose to waive being present with the shipper and the cover is damaged, we are not liable nor can we provide a refund. Upon delivery, please open and inspect your spa cover for damages. Do not sign for or accept the cover if damages are present. Refuse shipment and write DAMAGED on the bill of lading. Contact Cedar Mountain Manufacturing at (385) 233-0179. Please note the delivery carrier is responsible for delivering the spa cover to your curbside or 1st floor front door. They will not carry the cover beyond this point or install the cover on the spa. The delivery carrier is also not able to remove or dispose of old cover.
6. Returns will be accepted for covers damaged due to shipment. We also accept returns for defects and production mistakes. Additionally, we accept returns under the conditions outlined in the 3-4 year prorated Warranty. Please notify us of any problems like this within 48 hours of receiving your cover. We cannot accept returns for any other reason (Examples: 1. You gave us the wrong dimensions. 2. Your Aunt hates the color).

- 7. Our commitment to you does not end with the sale. We stand ready to help you with any aspect of your cover delivery and we welcome your calls (385) 233-0179, Mon-Fri, 8AM-5PM Pacific Time) or you may e-mail us at any point in the process.**

Please know that we are committed to your satisfaction and we will do everything possible to make your buying experience with us as easy and enjoyable as we can.

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