

OLYMPIC HOT TUB COMPANY'S EVERCARE™ TOTAL SATISFACTION PLAN

Money Back Guarantee

If for any reason, within 30 days from the date of installation, you are not completely satisfied with your new hot tub or sauna, Olympic Hot Tub Company will refund the purchase price of your new hot tub or sauna, less a 10% re-stocking charge. This applies to the hot tub or sauna price plus sales tax only and does not include special delivery, installation and related costs-for example, electrical contracting, use of crane, etc.

Exchange Guarantee

If for any reason, within 30 days from the date of installation you're not completely satisfied with the new model of hot tub or sauna you've selected, Olympic Hot Tub Company will provide you with a one-time exchange privilege provided the new hot tub or sauna is in good condition and that we can arrange pick-up from your home. Simply select any other model hot tub or sauna and pay the difference in the purchase price plus a 10% re-stocking charge. Special delivery and installation related costs such as electrical contracting, use of crane, deliveries to destinations beyond our normal delivery area, out of state, etc. are not included and are not covered.

Deposit Protection

Your deposit guarantees the price of the hot tub or sauna model you've selected for up to 90 days. Deposits are gladly refunded at any time.

Free Delivery and Set-up Included

We offer full service deliveries for most models of hot tubs and saunas delivered within our service area in Puget Sound. See stores for details. The delivery team earns raves for their installations. They set your hot tub or sauna in place, remove the wrapping, and clear away the shipping mess and leave your yard or room clean. They'll show you how your new hot tub or sauna operates and how to care for it. Questions? Sales and service staff are just a phone call away. We're here to help you enjoy your new hot tub or sauna to the utmost. Special delivery costs such as electrical contracting, use of crane, deliveries to destinations beyond our normal delivery area, out of state, etc. are not included.

Hot Tub Happy Where-It-Is Guarantee-One Year Free Move


Within one year of the original installation date, Olympic Hot Tub Company will gladly relocate your new hot tub to any location on the property where we originally installed it. Our regular delivery requirements apply. This offer is for one move only and does not include reimbursement for related electrical and/or construction costs or the cost of a crane or any other equipment necessary other than our standard two-man crew using factory dollies.

Just-Call-Us Warranty Service

Olympic Hot Tub Company's factory trained technicians (not a third party) will perform all warranty work on your hot tub or sauna that you as the original purchaser bought from us only under the conditions set forth in the warranty provided by Watkins Manufacturing or Saunatec-Finnleo Saunas unless otherwise specified. An Olympic Hot Tub Company truck and an Olympic Hot Tub Company Service Technician will be dispatched to your home unless you live outside our Puget Sound delivery area.

Our Promise

This Evercare™ Total Satisfaction Plan is a promise we make to you as a new hot tub or sauna owner. Your satisfaction will always be the foundation of our business. We promise to earn your trust by treating you fairly and honestly as we have treated all of our customers since 1977.


Blair Osborn, President, Owner

