

May 5, 2017

Amanda, I'm sure you don't understand how I feel. I don't think, we as your customer should be your guinea pigs for material quality and testing the quality of your product backed a warranty that implies that it is a great product. That should have been figured out before you sell covers or tell people how great your covers lasts long and how the material and workmanship is second to none. A warranty is offered because the product doesn't last versus offering a warranty that a customer will never use because the product is of high quality that there is no need to use the warranty. You say it's wear and tear? How many customers do you see bringing back their tires because it didn't get 50,000 km wear? These products are produced to give you that base wear. Your products are not even in the same ball park. I will not purchase a replacement cover from The Cover Guy.

April 27, 2017

Thank you, we do not refund for warranty. They are wear and tear items so we help with the cost along the way of a replacement. We do not refund for the warranty.

We do apologize,

Regards,

Amanda ext: 204

April 27, 2017

Amanda, I would like the courtesy of reply regarding refunding \$290.98 plus tax under warranty for my cover. I do not wish to replace this cover for the obvious quality issues I have experience in not one, but two covers. It is uncertain in my view, the third replacement cover will perform better and questionable if I will be faced with another \$300 cost (under warranty) in another 2 year time for a fourth replacement cover. I look forward to receiving your reply.

April 26, 2017

As mentioned we are following the guidelines of the warranty and your only two options are below.

Thank you and if you would like to go ahead with one of these two options please let us know.

Thank you for the pictures. The issue with the cover, seam splitting does qualify under the pro-rated warranty. You are currently in year 3 of your warranty, which gets you a 40% discount on the original purchased price. Originally the cover was \$484.98 + tax

We have 2 options for you...

1) The price for a new cover under warranty will be \$290.98 +\$30 shipping+ tax.You would finish the remaining years of warranty off.

2) The price for a new cover, including our new upgrades a \$44.99 value free of charge (for being a repeat customer), free shipping and a brand new 7 year warranty for \$414.99 + \$29.99 for the full hinge.

Both these options include our new upgrades. These upgrades are a thicker plastic around the foam inserts and reflective underside that reflects the heat and vapours back

into your spa.

We have made improvements to the covers as well such as the vinyl is thicker and the plastic around the foam as well.

Please call our office when you would like to proceed with the order [1-866-652-6837](tel:1-866-652-6837)

April 24, 2017

Hello Amanda. I choose option 1, whereas The Cover guy would remit me the \$290 plus tax under warranty. The warranty presumes the customer would pay the supplier. My view is that the warranty covers both the supplier and customer, so therefore, it applies to you as well.

Please let me know if The Cover Guy will honour this option.

April24,2017

Good morning Amanda. I thought I would share this picture for your production/quality control people. This is a picture of the liner that was hanging away from the inside middle seam of the cover. These pieces tore away from the liner like it was tissue paper. We're going to find out why this material did

not/could not last 18 months and what testing that was performed to substantiate the longevity of the material to support warranty period provided and how this material differs from your standard hot tub cover versus the extreme hot tub cover

April 10, 2017

Hello and good morning. Please find the attached pictures of the extreme hot tub cover purchased. For background:

1. The original order was July 31, 2014 for an Extreme cover.
2. June 2015, the cover was replaced under warranty. Reason: stitching on the hinge was coming apart.
3. April 2016, the pictures shows the safety handle coming apart from the cover, the stitching coming apart at the flap near the one end of the hinge and the interior barrier cover tearing away at the stitching on the inside. Also, the foam insulating has taken on a fair amount of water since receiving the cover in July /2014 (about 22 months of use) as it is much much more heavier. I would have expected this to be the weight closer to 5 year mark.

Please review and if you agree, I respectfully think the whole cover should be replaced as the insulation is much water logged and might have contributed to the interior seam coming apart. Mind you this past winter has been highly unusually mild up here with only a few days of sub 15 degree temperatures and snow. In fact, we did not record any snowfall in the month of February! Unheard of in our area! Thank you and I look forward to hearing from you.

Date: Fri, 29 May 2015 02:45:45 +0000

Hello and good evening. I placed this order in the summer of last year. Over this past weekend, I cleaned and treated the cover and I noticed that the seam thread was coming apart and the cover at the hinge is beginning to separate. This is only on the one side of the cover at the fold. I can send you a picture if you would like. Thanks and I look forward to hearing from you.

July 31, 2014

Order for new hot tub cover "EXTREME" upgrade combo vapour proof barrier seal and energy seal, upgrade 1.5lb high density foam core \$497.19