



Frequently Asked Questions

How fast will I get my quote?

Within 1 business day, sometimes much faster. If we have any questions about the scope of the work, we will give you a quick call.

Why are your prices 30%-50% less expensive than other quotes I've received?

The in-home appointment sales model normally pays the sales rep 10%-20% of the total cost of the project. Since we don't have sales reps, those savings are passed on to you. Secondly, because your quotes and purchases are done 100% via email and phone, we don't have as much overhead as typical home improvement companies that pay for showrooms, large call centers, and big offices. Finally, we do not advertise on TV or in Print Ads, so we can make our installations more affordable for our buyers.

How do I pay for my walk-in tub?

When you decide to purchase a tub from us, you typically pay 20%-50% of the total cost as a down payment. At that point, we will begin building your tub, water-test it, and prepare it for shipping. The remaining balance is collected on installation day when your project is completed. We accept checks or major credit cards. We also offer financed monthly payments. If you select monthly payments, your account manager will review those details when providing your written quote. We are flexible and our goal is to make sure you are comfortable with your chosen payment terms.

If I move forward with your team, can I cancel if I change my mind?

You have 3 business days from the time you sign the purchase agreement to cancel without penalty and to receive a full refund. If you cancel after that period, you are responsible for a restocking fee equal to 30% of the total purchase price.

Do I need a new water heater?

Most walk-in tubs recommend a 50-gallon water heater. Whether you need a new one or not depends on the capacity, quality, and age of your current water heater, plus the size of the tub you purchase. You can discuss this with your account manager when you get your written quote. If you purchase a new water heater through us as part of your walk-in tub installation, we can source, deliver, and install it along with your tub, at our cost, which is \$1,000.

Questions?
Call 866-618-9979



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What are the details of the Lifetime Warranty?

You will receive copy of the warranty along with your price quote. It includes a lifetime guarantee on the door, seal and frame of your tub. Parts and service are covered for 5 years. The warranty is comprehensive and becomes active when your tub is installed.

Are there any benefits to referring a friend or family member?

Yes! Aside from helping them bathe safely at home and to help manage their aches and pains with hydrotherapy, we reward the referring party with a \$400 gift card for every referral who purchases through us! Please note that the referral must be documented with one of our team members before we install their tub.

I liked your quote and purchasing process, what I can do to help your team?

Well shucks. That makes us feel great! Tell your friends, of course! And, please email us any photos or videos with you posing with your new tub. We love that kind of thing!

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