

## **Customers' Dr. Wellness Complaints and Concerns**

We know we're not perfect, so we invite our customers to share any issues or complaints they have about Dr. Wellness spas and covers. However, we have provided some essential information below that customers can read that may be able to resolve any issues or questions that may arise during the ordering process and afterwards.

### **Shipping Times**

If you have recently purchased Dr. Wellness spas or covers, you may be wondering when your product will arrive. The times for our spas vary, but we do have approximate times for our covers. Custom made spa covers typically take 7 to 10 days to create then an additional 7 to 10 days to ship and arrive at its destination. In total, this can total 3 to 4 weeks.

Soft covers, on the other hand, will be shipped within 1 to 3 days of your order date and will arrive at their destinations between 1 to 3 weeks. Hard covers are shipped through a freight company and arrive to their destination on a tractor-trailer. The company will contact the recipient 24 hours in advance to ensure someone is able to receive the cover.

### **Returns and Refunds**

Unused and unopened soft covers can be exchanged for hard covers. If unsatisfied with the soft cover, you may contact us directly at 1.800.682.1922 or email at [support@discountspasdirect.com](mailto:support@discountspasdirect.com). However, there is a possibility we will charge 25% for a restocking fee and we require customers to pay for shipping charges to return the product. As with all returns and refunds, individual cases will vary and we recommend contacting us directly.

If these did not answer your question, then we suggest contacting us at the above phone number or email address so that we may resolve your issue. If you are still unhappy with your purchase or the service you received, we welcome your Dr. Wellness complaints.