



TO: Jacuzzi® Luxury, Comfort, and Signature Collection Customers
FROM: Jacuzzi Luxury Bath Sales & Marketing Team
DATE: February 11, 2014
RE: Introduction of the Jacuzzi® Bathtub Quick Ship Program

Jacuzzi is pleased to announce the introduction of the Jacuzzi Bathtub Quick Ship program.

No matter if shopping for the high style of the Luxury Collection, the timelessness of the Comfort Collection, or the durability of the Signature™ Collection; customers and consumers alike will be able to take advantage of this new program which offers 2-business day lead-times for a nominal expediting fee. Beginning **Tuesday, February 18, 2014**, consumers will be able to start enjoying their new customized bathing experience faster than ever before.

The following outlines the guidelines and additional information necessary to take advantage of this new program:

- Jacuzzi Luxury Bath's Quick Ship program offers confirmed 2-business day lead-times for a \$125 NET priced expediting fee per tub.
- Expediting shipping available for all tubs within the Luxury, Comfort, and Signature Collections with the exception to the Finestra™ and new Avvio™ Collection launching later this year.
- Orders cannot be combined with standard lead-time product orders.
- Accessory items that are ordered with the tub will be included in the faster lead-time and will not be subject to additional fees. If an accessory item happens to be on backorder, Jacuzzi will expedite shipping when the product is in stock at no additional charge. Stand-alone accessory orders are not available through this Quick Ship program.
- The expediting charge of \$125 is per tub ordered and no additional discount will be available for this fee.
- Orders must be clearly marked as Quick Ship by using item QSF as a line item on the order.
- To receive 2-business day shipping, orders must be submitted by email, fax, or EDI by 10:00 AM Eastern Standard Time (9:00 AM Central, 8:00 AM Mountain, 7:00 AM Pacific). Web based ordering is not available for the Quick Ship program. For example, an order received Monday by 10:00 AM EST will be shipped by the end of business Tuesday. If the order is received after 10:00 AM EST, the product will ship Wednesday.
- Orders received after this time or orders that need to be released for credit purposes will be subject to an additional business day delay.
- Once placed, orders cannot be changed or cancelled. The expediting fee is non-refundable in the instance that an item needs to be returned. Additionally, any returned item will be subject to the standard return policy and fees.
- In the unlikely instance that Jacuzzi is not able to meet the confirmed lead-time, the Jacuzzi Customer Service team will contact the customer and the expediting fee will be waived.

For any additional questions, please feel free to contact either your Jacuzzi Luxury Bath sales representative, Regional Sales Manager, or the Customer Relations team.

Sincerely,
Jacuzzi Luxury Bath Sales & Marketing Team