



## SaunaSpa Limited Warranty

This Limited Warranty ("Limited Warranty") is provided by SaunaSpa ("SaunaSpa," "we," "us," or "our") to you, the original purchaser ("you"), in connection with your purchase of a SaunaSpa wooden sauna (the "Product"). This Limited Warranty is valid only in the United States and Canada. Our responsibility for defective goods is limited to repair, replacement, refund, or reasonable reimbursement for third-party repair or replacement, subject to the terms and conditions described below.

We warrant that, during the applicable warranty period, your SaunaSpa Product will be free from defects in materials and workmanship, provided that the Product is used under normal residential conditions, properly maintained, and installed in accordance with the provided instructions. The warranty period consists of five (5) years of structural coverage from the date of delivery and two (2) years of coverage for parts, including electrical components, heaters, and accessories, from the date of delivery. This Limited Warranty applies only to the original purchaser of the Product and is non-transferable. The warranty period does not reset or extend if the Product is repaired or replaced.

This Limited Warranty does not cover damage resulting from transportation, improper storage, improper installation, failure to follow the Product's instructions, lack of reasonable maintenance, modifications or unauthorized repairs, normal wear and tear, including but not limited to natural variations and changes in the wood such as fading, cracking, or warping, or any external causes beyond our control such as accidents, abuse, misuse, or adverse environmental conditions. SaunaSpa is not responsible for the suitability of the Product for any particular application or specification selected by the purchaser.

If a defect covered by this Limited Warranty is discovered within the applicable warranty period, you must notify SaunaSpa within a reasonable time by contacting our customer service department at [info@saunaspa.com](mailto:info@saunaspa.com) and providing your name, the name and model number of the Product, proof of purchase, date of purchase, and a description of the defect, including photographs if available. We may request additional information to determine the nature of the defect and the appropriate remedy. No warranty service will be provided without timely notice and without our issuance of an evaluation number (EVA) to be included on all correspondence and packages sent to SaunaSpa.

Upon confirmation of a defect within the terms of this Limited Warranty, SaunaSpa will, at its sole discretion, provide replacement parts, replace the unit if deemed unrepairable, or refund part or all of the purchase price depending on the extent of the defect. Labor costs are not covered under this Limited Warranty. SaunaSpa does not guarantee that a local service provider will be available for in-home service. In certain cases, the unit may need to be removed and reinstalled at the owner's expense. SaunaSpa will cover shipping costs associated with the return of a defective unit or the shipment of replacement parts.

This Limited Warranty is the sole and exclusive warranty for SaunaSpa products. SaunaSpa shall not be liable in any way for any contingent liability or for incidental or consequential damages resulting from the sale, installation, or use of its products. We shall not be responsible for damages arising from improper

specifications, application, or conditions beyond our reasonable control. While SaunaSpa will exercise reasonable efforts in rendering service under this Limited Warranty, we shall not be liable for any damages or losses caused by delays in service. Our liability is strictly limited to the repair and/or replacement of the Product, or refund as described in this warranty.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Any implied warranties, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are disclaimed to the maximum extent permitted by law. Any implied warranties that cannot be disclaimed are limited in duration to the applicable warranty period. Because wood is a natural material, natural wear, changes, and aging over time are expected and are not considered defects.

This Limited Warranty shall be governed by the laws of the State of New York. All disputes arising out of or relating to this Limited Warranty shall be resolved exclusively by the state and federal courts sitting in Kings County, New York, and by purchasing the Product, you consent to the jurisdiction of such courts.

The remedies provided herein are your sole and exclusive remedies with respect to any defect in your SaunaSpa Product. Our liability shall not exceed the actual purchase price paid for the Product, and under no circumstances shall we be liable for any consequential, incidental, or special damages.