

Nature's Sauna Limited Warranty & Damage Policy



Natures Sauna is proud to offer its customers one of the best warranty packages in the business. Unlike many of our competitors, we back our quality guarantee with warranties that cover all of our sauna's parts and craftsmanship. If you have any problem with one of our saunas, Nature's Sauna will make sure to get you the needed parts immediately. The following is a breakdown of our warranty that covers all of its sauna products:

* The Lifetime and Limited Warranty that covers all of our saunas apply to any sauna purchased from Nature's Sauna or any one of our registered distributors.

Lifetime Warranty on all craftsmanship and heaters.

* Craftsmanship is defined as all wood parts that make the frame of the sauna, including: Base, Side Walls, Ceiling and Cabinetry.

Nature's Sauna warranty covers against all manufacturers' defects in the frame and cabinetry of the sauna for the LIFETIME of the sauna.

All other sauna components, including glass windows, are not covered by this Limited Warranty and are the sole responsibility of the purchaser of the sauna.

Nature's Sauna warranty covers against any manufacturer's defects in the infrared heaters for the LIFETIME of the sauna.

5 year Limited Warranty on all electronic parts

Nature's Sauna Industry leading warranty protects against manufacturer's defects in the digital controls and electrical system for a period of FIVE YEARS from the original date of purchase.

Exemptions

The aforementioned Limited warranties are nullified and void if Nature's Sauna determines that the sauna purchased from us or one of our registered distributors has been remodeled, altered, neglected, misused or abused in any fashion. Furthermore, Nature's Sauna or any one of its registered distributors also reserves the right to void the Limited warranty as outlined above if it is found that the sauna has been damaged due to an accident, act of nature or any other incident that is out of the control of Nature's Sauna. Saunas that are not wired into a dedicated line installed by a certified electrician are VOID of any/all warranty. Proof of electrical installation will be required at time of warranty application.

If it is determined by Nature's Sauna or one of its registered distributors that the cost to repair any damaged part covered under the Limited warranty exceeds the value of the original purchase price of the sauna, than Nature's Sauna and its registered distributors reserve the right to replace the sauna with a new sauna equal in value to the original purchase price. All costs of removing and shipping the replacement sauna are the sole responsibility of the purchaser and are not covered in this limited warranty.

Nature's Sauna and any of its registered distributors reserve the right to nullify and void the limited warranty as outlined above if it is determined that the sauna has been damaged due to faulty installation, operation or maintenance that is not in accordance with the specific instruction outlined in the Owner's Guide provided with the sauna at the time of purchase. The Limited Warranty is also exempt if damage to the sauna is due to add-ons, items attached to or installed in or on the sauna after the original date of purchase.

Stereo and video components, ionizer, and light bulbs are not considered part of the electrical system, and are not covered by this Limited Warranty, but may be covered by the original manufacturer's warranty.

Limitations

Nature's Sauna Limited Warranty as outlined above takes the place of all other warranties, express or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this limited warranty in any manner whatsoever. This limited warranty does not apply to commercial use. Commercial warranty applies to above for a period of 5 (five) years from the date of purchase.

Disclaimer

Nature's Sauna and any of its registered distributors shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the sauna and cost for removal of defective product, even if Nature's Sauna has been advised of the possibility of such damage. The liability of Nature's Sauna under this Limited Warranty, if any, shall not exceed the original amount paid for the defective product. Coverage under this Limited Warranty shall commence as of the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. Coverage under this Limited Warranty is non-transferable; where an agent, dealer, distributor or other party was acting as a reseller of the sauna, the final purchaser must register their purchase within thirty days with Nature's Sauna corporate office, in order to be covered by this Limited Warranty. The serial number found under the front door of your sauna must also be documented with your warranty card. These disclaimers shall be equally applicable to any service provided by Nature's Sauna or any one of its registered distributors or representatives.

*Shipping and Handling of replaced parts is not the responsibility of Nature's Sauna and will be charged to the customer.

Receipt of Damaged Goods Policy

Shipping damage must be notated on the Bill of Lading (BOL). Nature's Sauna must be notified of any damage to your sauna within three (3) business day's of signing the BOL. Failure to notify Nature's Sauna within the established time frame will result in the owner taking full responsibility for cost of ALL REPLACEMENT PARTS including shipping and handling fees.

If you have a digital camera photos will help us determine the damage for claims.

Nature's Sauna

**Claims and Warranty Division: 1-888-408-2244 Toll Free
(1)-902-582-7415 International**

Warranty Registration

**Nature's Sauna
1424 Middle Dyke Road
RR # 5
Canning, Nova Scotia
Canada
B0P 1H0**

Fax (1) 902-582-2598

Due to the reliability of email no warranty claims shall be processed using this method. If you send an email and do not get a response within 48 hours please call our office.

Under NO circumstances will email be used for damage claims. This must be done with 3 days of receipt via telephone for further instructions.

Your cooperation is appreciated.