

Limited Warranty & Return Summary

Thank you for choosing The Sauna Place.

This document summarizes important warranty, return, and freight policies. Full terms, exclusions, and claim procedures are available at <https://www.saunaplace.com/policies/terms-of-service> and govern all purchases.

Limited Warranty

The Sauna Place warrants products sold to the original purchaser to be free from defects in materials and workmanship under normal residential use for one (1) year from the date of purchase, unless a longer or shorter warranty is expressly stated for the product or provided by the manufacturer.

Warranty coverage excludes failures caused by:

- Improper installation or wiring
- Voltage irregularities or power surges
- Misuse, abuse, negligence, or accidents
- Unauthorized repairs or modifications
- Lack of maintenance
- Commercial use unless specifically approved
- Normal wear items such as heating elements, relays, contactors, bulbs, seals, and sauna stones
- Natural wood movement including expansion, contraction, checking, knots, and color variation

Electrical Products

Installed electrical products are non-returnable except for verified manufacturing defects covered under warranty.

This includes, but is not limited to:

- Sauna heaters
- Controls
- Infrared panels
- Steam generators
- Sensors
- Power supplies
- Electrical components

Products showing evidence of installation, wiring, mounting, terminal compression, tool marks, scratches, environmental exposure, modification, or energization may be rejected for return.

Custom Products

Custom and made-to-order products are non-cancelable and non-returnable once production or procurement begins, including:

- Custom sauna kits
- Cedro saunas
- Custom glass or doors
- Custom lumber packages
- Built-to-order benches
- Special-order items

Customer approval of plans, drawings, or specifications constitutes acceptance of final design and dimensions.

Returns

Most unused stock items may be returned within 30 days of receipt with an approved RMA.

Requirements:

- RMA required
- Original packaging required
- Item must be new and unused
- Customer pays return shipping
- Minimum 15% restocking fee may apply

Freight Damage

Inspect all deliveries immediately.

- Visible freight damage must be noted before signing delivery receipt
- Parcel damage must be reported within 24 hours
- Freight damage must be reported within 72 hours
- Photograph packaging and damage

Failure to timely report damage may void freight claims.

Liability Limit

The Sauna Place's maximum liability is limited to the original purchase price of the product.

The Sauna Place is not responsible for labor, installation, removal, reinstallation, electrician fees, project delays, or consequential damages.

Full Policy: <https://www.saunaplace.com/policies/terms-of-service>
