



Infrared Saunas NZ Warranty

Warranty Periods

- Lifetime Replacement Warranty for defective carbon heater panels
- Lifetime Replacement Warranty for electronic control system components
- Lifetime Replacement Warranty on cabinet for major deformations or breakage due to manufacturers defects
- 1 Year replacement Warranty on stereo components
- 1 Year replacement Warranty on lighting system components

Replacement Parts

Infrared Saunas NZ warrants its products to be free of manufacturer's defects in materials and workmanship.

Parts which become defective within the warranty periods will be replaced or repaired by Infrared Saunas NZ, except for damage due to negligence, abuse, misuse, misapplication, unauthorised modifications or improper installation.

Shipping Costs of Defective Parts - First 5 Years

At the discretion of Infrared Saunas NZ, parts claimed to be defective within the first 5 years of the warranty period may be requested to be shipped with freight prepaid by the purchaser to Infrared Saunas NZ.

Subsequently defective parts will be repaired or replaced and returned to the purchaser with ***freight paid by Infrared Saunas NZ.***

Shipping Costs of Defective Parts - Post First 5 Years

At the discretion of Infrared Saunas NZ, parts claimed to be defective after the first 5 years of the warranty period may be requested to be shipped with freight prepaid by the purchaser to Infrared Saunas NZ.

Subsequently defective parts will be repaired or replaced and returned to the purchaser with ***freight prepaid by the purchaser.***

When sent to Infrared Saunas NZ, the parts must be accompanied by the sales receipt or other proof of purchase date.

Labour Costs

Infrared Saunas NZ will not be responsible for labour costs for general maintenance of the product.

Infrared Saunas NZ will not be responsible for labour costs for the removal and re-installation of defective parts.

Non-Transferable

This warranty is extended only to the original purchaser and is terminated upon transfer of ownership.

This warranty shall not apply to any claims arising from the misuse, neglect, accident, abuse, improper installation, including but not limited to exposure to fire, excessive heat or other hazards of nature.

Under no circumstances will Infrared Saunas NZ be liable for any special or consequential damages arising from the use of the product, components and the parts attached, or installed with it. Nor will Infrared Saunas NZ be liable for injury to any person or any claims for damages arising from the use, installation or servicing of the product.

Policy

Infrared Saunas NZ is committed to treating our customers honestly, responsibly and fairly. We agree to comply with New Zealand laws and legislations. We trade strictly according to the Fair Trading Act 1986 and Consumer Guarantees Act 1993.

Infrared Saunas NZ products are intended for Indoor use only

Warranty is voided if the sauna is placed in an outdoor environment.

No liability shall accrue to Infrared Saunas NZ except as set forth herein.