



ZenAwakening Limited Lifetime Sauna Warranty Policy

- The frame is covered against defects for the life of the Sauna
- Heaters, speakers, and power supply have a 5 year 100% replacement warranty for manufacturer's defects in home applications only.
- Consumer must keep original proof of purchase from dealer

Consumer Warranty Limitations and Exclusions

- Non-electrical / mechanical attachments including glass and drink holder, unless caused by defects in workmanship
- Any loss or damage resulting from: improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power; dropped product, a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance; transportation damage; theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake, or exposure to weather conditions); loss of use during the period the product is at a repair facility or otherwise awaiting parts or repair.
- Any damage inflicted upon the Sauna by improper use or accidental damage incurred by negligence user (i.e. surpassing the stated weight limit, remote damage from dropping on the ground, etc.)
- Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied warranty or merchantability or fitness for particular use. ZenAwakening's sole liability and the purchaser's exclusive remedy shall be for the repair, or at ZenAwakening's option, for the replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available, Zen Awakening reserves the right to make substitutions in lieu of repair or replacement.
- All Warranties begin on DATE OF PURCHASE, no allowance or extension is offered for delivery and/or installation.
- Any other warranty said or implied by Dealer in addition to Zen Awakening's warranty is not substantiated or the responsibility of Zen Awakening
- This warranty is for home applications only.

Please keep a copy of this policy for your records. To initiate a claim, call the ZenAwakening dealer you made your purchase from and ask for a diagnosis. Based on its findings, the dealer will file a claim with ZenAwakening and both the dealer and ZenAwakening will work together to provide you parts and/or make the repairs.