

# Therasauna

## Warranty

### Quality Assurance Warranty

All TheraSauna® Infrared Health Saunas are backed with a lifetime warranty. The electronics are covered under a limited warranty. See our Warranty Guide for complete warranty details.

### Safe Materials

We are a wellness company committed to using only healthy materials in our saunas. Water-based glues and finishes are used instead of chemical based adhesives.

### Our Commitment to You

Our quality products are backed with a dedicated customer service team and lifetime warranty. We value every customer and will work to ensure your ultimate satisfaction.

### Register Your Warranty

Registering your TheraSauna warranty is simple, just fill out the form below. Consult your owners manual for further details on your TheraSauna's warranty.

<https://therasauna.com/warranty-thera-register>

## Return Policy

Saunas are not returnable. If you have any issue with your sauna, please contact our customer service department for assistance.

If you have any questions or concerns about product shipping please call 888-729-7727 or 563-359-3881 and ask to speak with a customer service representative. You may also contact customer service by email or using our Live Online Support.

## **U.S. Shipping Policies and Procedures**

1. Orders over \$35.00 receive free shipping anywhere in the continental U.S.A. Any orders under \$35 will be charged shipping and a \$2.00 handling fee.
2. We use UPS Ground services for most shipping needs.
3. TheraSauna ships your TheraSauna anywhere in the contiguous 48 states by over-the road freight service for free!
4. Estimated shipping & delivery times are as follows: TheraSaunas are shipped in 21 business days, and Better Life Saunas are shipped in 5 business days. Parts or Accessory Items are shipped within two business days. Please allow an additional 7-10 business days for delivery. If you have questions about delivery times, please call us at 888-729-7727.
5. We ship worldwide from TheraSauna. All applicable freight charges for deliveries to Alaska, Hawaii or other countries will apply. For additional information, or price quote, please call 888-729-7727, e-mail us or use our Live Online Support.
6. Saunas are delivered curbside via common carrier. The sauna will be unloaded, but it is your responsibility to move the sauna to its final location.
7. Other delivery is available at additional cost. Please call 888-729-7727, or use our Live Online Support for more information.

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Therasauna Warranty & Return Policy