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## LayzeeTub/ Sauna Warranty Conditions

### 1. Warranty period

1.1 Private customers. Layzee Living provides a factory warranty of one (1) year for hot tubs and saunas that are purchased for private use. The warranty period starts from the date of transfer of the goods to the buyer. The right to complaint for private persons only applies to the use of goods for personal purposes.

1.2. Legal entities (commercial use). A warranty of (6) months is provided for the hot tubs and saunas purchased for commercial use. The warranty is valid when the product is used in accordance with the instructions. The warranty period starts from the date of transfer of the goods to the buyer.

### 2. Warranty conditions

2.1. The buyer is entitled to a warranty against manufacturing and material defects provided that the product has been used for its intended purpose and in accordance with the instructions.

2.2. Please note that when ordering kits for assembly, the warranty covers only the supplied components and not the functionality of the assembled product.

- Wooden hot tubs must be installed immediately
- Barrel saunas must be assembled and installed within two weeks of delivery.

### 3. Damage and defects not covered by the warranty

3.1. The Seller is not liable for defects in the Goods resulting from improper or negligent maintenance, storage, installation, use, modification, repair of the Goods and/or their natural wear and tear and/or mechanical damage.

The warranty excludes, among other things, but not exclusively, defects caused by

- Incorrect assembly of the Layzee Living product
- Use of the material that does not comply with the assembly instructions
- Damage due to incorrect handling during and after installation
- Incorrect fixings, foundation
- Damage from a hurricane, natural disaster, or other natural impact
- Product modification
- Repairs not approved by Layzee Living
- Failure to follow care instructions
- Insufficient wood care
- Defective wood finish

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- 3.2. The warranty does not cover defects typical of wood materials. Such defects include, for example, cracks in the wood, discoloration, leakage due to environmental deformation and shrinkage of the wood, and other defects that the customer can avoid by maintaining and properly servicing the product according to the attached instructions.
- 3.3. The warranty does not cover damage to the stove due to the freezing of water in the stove or melting of the stove due to the lack of water inside the hot tub.
- 3.4. The warranty does not cover damage to fiberglass and wooden hot tubs or internal equipment due to the water freezing inside the hot tub. Always empty your hot tub if there is a risk of freezing.
- 3.5. Any colour changes of fiberglass due to the physical and chemical properties of water, as well as chemicals used for care and cleaning, are not covered by the warranty.
- 3.6. The warranty does not cover wearing parts such as metal grates for outdoor stoves, damage to the coating of chrome-plated parts, such as couplings and nozzles.

## 4. Obligations of the buyer upon receipt of the goods

- 4.1 The buyer is obliged to carefully check the goods for completeness and transport damage immediately upon delivery in the presence of the courier/ delivery person. The buyer signs the shipping document provided by the carrier, confirming that there is no visible damage to the goods received. The document must be signed by both parties on the spot. Save the invoice and receipt.
- 4.2 If the buyer, upon receipt of the goods, discovers that the goods were damaged during transportation and / or have missing parts, he must inform the carrier about this and indicate the damage and / or list the missing parts in the shipping document and take photos of the damage. The document must be signed by both parties on the spot.
- 4.3 If the buyer discovers damage from transportation after signing the shipping document, then the complaint must be sent to Layzee Living within 7 days from the date of delivery of the goods. If the Buyer fails to submit a complaint within the time limit, the Buyer loses the right to make claims in this regard.

## 5. Elimination of defects

- 5.1 If the warranty claim is valid, Layzee Living, within a reasonable period of time,
- (1) repairs the product or provides repair materials free of charge, or
  - (2) replaces the defective product with a new or equivalent product, or
  - (3) refunds the purchase price of the product if none of the alternatives mentioned above are acceptable.

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5.2 If the product is being returned for repair or replacement, the buyer must pack the product in the same way as when receiving the product and place the product in the same place where the transport company unloaded it upon delivery. Please note that Layzee Living bears the return shipping costs only if the warranty claim is recognized.

## 6. Reclamations

For warranty or reclamation issues, please contact us by email [support@layzeeliving.co.uk](mailto:support@layzeeliving.co.uk) or phone [+44\(0\)2078673959](tel:+44(0)2078673959)

## 7. Modification of Product Variants

The manufacturer reserves the right to make modifications to the variants of its products in order to enhance their quality and functionality. These modifications may include improved technologies, materials, or designs.

Understanding that some customers may have previously purchased products or components, we want to caution you about possible discrepancies. If you plan to purchase any products or components to complement your existing items, we strongly recommend contacting our customer support before placing an order. This will help you ensure that the products or components you select are compatible with your current items.

Our goal is to provide you with the best experience using our products and to avoid any misunderstandings. We are ready to answer all your questions and assist you in choosing the right products for your sauna or wood-fired hot tub.