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Warranty Information

Enlighten Saunas warrants its products to be free of defects in material and workmanship.

This warranty extends only to:

1. a retail purchaser of a sauna or parts directly from the supplier;
2. the authorized wholesale purchaser of a sauna or parts directly from the supplier; or
3. a retail purchaser of a sauna or parts from an authorized wholesaler.

However, in the event of a sale, transfer or conveyance of a sauna or parts from any of the three (3) preceding persons or entities, any rights, duties, and obligations associated with this warranty shall

be null and void and of no further force and effect. The sauna or parts must be purchased and used within one year of the manufactured date.

The controls, heaters, electrical parts and wiring must be kept dry at all times and not exposed to any water or liquids.

Under no circumstances will the manufacturer be liable for any special or consequential damages arising from the use of the product, its components and/or parts installed with or attached to it. The manufacturer is not liable for any injury to any persons or any claims of such that may be arising from the use, installation, and/or the service (repair) of the product.

The purchaser must establish the date of purchase, by dated sales slip, invoice or delivery receipt.

Outdoor-Residential Use:

A warranty shall not apply to any product or a component used for any industrial, rental, professional or neglect, accident, abuse, improper installation and/or reckless operation by the purchaser, including but not limited to: exposure to a fire or excessive heat, and other hazardous elements/activities. (Please refer to an instruction manual on proper usage).

Standard Warranty

The standard 3-year warranty covers the following:

- Factory-Installed Heater Components - 3 years
- Factory-Installed Sauna Controls and Wiring- 3 years
- Factory-Installed Audio Components - 3 years
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 3 Years

Extended Warranty

5 years optional

You can extend for an additional 5% of the MSRP price of the sauna. This amount must be paid within 90 days of the date of delivery

- Factory-Installed Heater Components - 5 years
- Factory-Installed Sauna Controls and Wiring - 5 years
- Factory-Installed Audio Components - 5 years
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 5 years

Extended Warranty

10 years optional

You can extend for an additional 10% of the purchase price of the sauna. This amount must be paid within 90 days of the date of delivery

- Factory-Installed Heater Components - 10 years
- Factory-Installed Sauna Controls and Wiring - 10 years
- Factory-Installed Audio Components - 10 years
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 10 years

Lifetime Optional

You can extend to a lifetime warranty for an additional 20% of the purchase price of the sauna. This amount must be paid within 90 days of the date of delivery

- Infrared Heaters - Lifetime
- Factory-Installed Sauna Controls and Wiring - Lifetime
- Factory-Installed Audio Components - Lifetime
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 10 years

For the coverage period specified (“warranty period”), Company agrees to replace, at its sole option, the products listed above, subject to and solely in accordance with the terms, conditions, exclusions, and limitations set forth herein. The warranty covers parts only, labor is not included.

Indoor-Residential Use:

The sauna or parts must be placed in an indoor environment unless the sauna or parts are specifically bought for outdoor/indoor use. If an indoor sauna or parts are placed in an outdoor environment, the warranty shall be null and void and of no further force and effect.

A warranty shall not apply to any product or a component used for any industrial, rental, professional or neglect, accident, abuse, improper installation and/or reckless operation by the purchaser, including but not limited to: exposure to a fire or excessive heat, and other hazardous elements/activities. (Please refer to an instruction manual on proper usage).

Standard Warranty

The standard Lifetime warranty covers the following:

- Factory-Installed Heater Components - 7 years
- Factory-Installed Sauna Controls and Wiring- 7 years
- Factory-Installed Audio Components - 7 years
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 7 years

Lifetime Optional

You can extend to a lifetime warranty for an additional 10% of the purchase price of the sauna. This amount must be paid within 90 days of the date of delivery

- Infrared Heaters - Lifetime
- Factory-Installed Sauna Controls and Wiring - Lifetime
- Factory-Installed Audio Components - Lifetime
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 10 years

For the coverage period specified (“warranty period”), Company agrees to replace, at its sole option, the products listed above, subject to and solely in accordance with the terms, conditions, exclusions, and limitations set forth herein. The warranty covers parts only, labor is not included.

Commercial Use:

Standard Warranty

The standard 3-year warranty covers the following:

- Factory-Installed Heater Components - 3 years
- Factory-Installed Sauna Controls and Wiring- 3 years
- Factory-Installed Audio Components - 3 years
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 3 Years

Extended Optional

6 years Optional

You can extend for an additional 20% of the purchase price of the sauna. This amount

must be paid within 90 days of the date of delivery

- Factory-Installed Heater Components - 6 years
- Factory-Installed Sauna Controls and Wiring - 6 years
- Factory-Installed Audio Components - 6 years
- Enlighten Saunas® Brand Cabin (Wood / Construction) - 6 years

For the coverage period specified (“warranty period”), Company agrees to replace, at its sole option, the products listed above, subject to and solely in accordance with the terms, conditions, exclusions, and limitations set forth herein. The warranty covers parts only, labor is not included.

The warranty covers manufacturing defects in materials and workmanship encountered in normal use of this product, and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external plumbing and leaks, external wiring, circuit breakers, fuses or connectors not supplied and authorized by the supplier, or which damage this product or result in service problems; incorrect electrical line voltage, fluctuations, and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book; consumable items including light bulbs.

Enlighten Saunas® shall not be liable for the loss of use of the sauna or other incidental or consequential damages. Under no circumstances shall the supplier or any of its representatives be held liable for injury to any persons or damages to any properties. Specifications are subject to change without notice.

Enlighten Saunas® uses the highest quality wood in our product lines. All structures using wood are susceptible to minor dents, scratches, and scuffing. This is normal and will not affect the integrity or operation of your sauna.

Wood is a living material that continues to respond to climate conditions, even after being manufactured into a sauna. Variations in color or grain, and irregularities such as fine cracks are part of the natural beauty of the wood and in no way should be considered defects. During normal operation, wood may crack slightly due to the changes in moisture level. This will not affect the structural integrity of the sauna.

Prior to shipping, the wood is inspected for consistency, color, and quality. Our saunas are shipped around the globe and can experience slight blemishes, scratches or scuffs in transit. In most cases, these blemishes on the exterior of the sauna can be concealed by using a small amount of

furniture polish, oil or other furniture treatment. The interior blemishes, scratches, or scuffs can be either left alone, sanded or a combination of gluing plus sanding. Please avoid any treatment containing benzene or a high concentration of alcohol.

ATTENTION:

Shipping damage must be notated on the Bill of Lading (BOL). The Supplier must be notified of any damage to your sauna within three (3) business days of signing the BOL. Failure to notify the supplier within the established time frame will result in the owner taking full responsibility for the cost of ALL REPLACEMENT PARTS including shipping and handling fees.