



## SunRay Saunas Warranty Certificate

### WARRANTY TERMS

SunRay Saunas products are guaranteed against defects in material and workmanship for a period of seven (7) years from the date of purchase. The purchaser of the product accepts full responsibility and liability for its proper use, operation, and installation. The product is for residential use only. Use in a commercial application will void the warranty. The purchaser also agrees to hold harmless and indemnify SunRay Saunas from any actions, lawsuits, judgments, or liability claims arising from the use of its products. SunRay Saunas is not responsible for any liability or losses resulting from improper installation.

It is the purchaser's responsibility to confirm the product will comply with their state, county or city codes. If a customer purchases a product that does not meet local code, we will allow returns subject to the following conditions. The product must not be installed. Products that have already been installed are not returnable. You will be able to return the unit for purchase price of unit, less the original shipping fee, return shipping fee, and less a restocking fee of 15% if the unit is in the original packaging. If the product is opened or not in the original packaging a 25% restocking fee will apply.

### EXTENT OF WARRANTY/RESPONSIBILITY OF PURCHASER

This warranty applies only to original purchaser of the product. The original purchaser must establish, by dated sales slip, invoice or delivery receipt, the date of purchase. The warranty applies to SunRay Saunas products manufactured after October 1, 2010.

### WARRANTY PERFORMANCE

In the event of any defect in workmanship or materials covered under the terms of the warranty, SunRay Saunas will send a replacement or pay for the repair of the defective product by a licensed contractor. Products that have been installed are not returnable. Travel, trip or mileage costs incurred as part of the repair are not covered under this warranty. All costs involved in repairing the unit are not covered under this warranty. Written notice of any malfunction or defect must be given within ten (10) days of the time it is discovered, to SunRay Saunas, 2113 N Hamilton Street, Suite B, Richmond, VA, 23230. SunRay Saunas reserves the right to inspect the malfunction or defect on location.

## RESPONSIBILITIES OF OTHERS

Inspecting the sauna for damage prior to installation is the responsibility of the installer or building contractor who acts on behalf of the user. They are responsible for ensuring the unit is free of defect or damage. Notices are placed on and in the unit and on the shipping carton advising the installer of this responsibility. In the event of a problem, the unit must not be installed. SunRay Saunas is not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation. Damage occurring in transit is the responsibility of the carrier. The user or installer MUST open the crate and inspect the unit for damage when it is delivered. If damage is discovered, it must be reported immediately to the seller and the carrier in writing, and an inspection requested. Failure of the carrier to respond should be reported to the seller and the carrier. Your freight claims should be filed promptly thereafter.

## LIMITATIONS AND EXCLUSIONS

This warranty does not cover any claim arising from abuse, misuse, negligence, accident, improper installation or operations on the part of the purchaser. This warranty is void if the product is subject to alteration, or if repairs are attempted by anyone other than a licensed plumber. This warranty does not extend to plumbing or components installed by dealers, installers or by any party other than SunRay Saunas. SunRay Saunas will not be liable for loss of use of the product, inconvenience, or any other incidental or consequential costs, expense or damages. Please note that some states do not allow the exclusion or limitation of incidental damages.

## DISCLAIMER

Except as expressly provided, there shall be no warranty or obligation, express or implied, oral or statutory. No dealer or other person has the authority to make any warranties or representations concerning SunRay Saunas or its products. In no event shall SunRay Saunas be held responsible for any such warranties or representations.

## OTHER RIGHTS

This warranty gives you specific legal rights, and you may have other rights which may vary from state to state.

**TECHNICAL SERVICE** Contact the retail seller or the local authorized warranty service center. If you do not know who your local representatives are, contact SunRay Saunas Service Department at the address listed below, or call 800.976.5530

SunRay Saunas

Service Department

2113 North Hamilton Street, Suite B

Richmond, VA, 23230