

LIMITED RETURN POLICY

Because our products are custom made, we do NOT accept any returns or exchanges for any reason.

The only time SaunaCovers.com will accept a return is if we, SaunaCovers.com, were responsible for making an item to an incorrect size. However, before we accept any return the Customer MUST first "Obtain a send Return Preapproval" from us at www.SaunaCovers.com.

To be eligible for an authorized return, the purchased item(s) must be unused and in the same condition when they were shipped to you. The returned item must also be in the original packaging (box or envelope).

To complete an authorized return, we require a receipt or proof of purchase to be included in the item you are returning to us.

Please do not send your purchase back to the manufacturer of your sauna.

There are certain situations where only partial refunds may be granted (if applicable) such as whenever any authorized returned item is not in it's original condition, the item is damaged or missing parts for reasons (other than our error) or any item that is returned more than 5 days after delivery to you, the customer.

If an authorized return is sent to us we will inspect the item and send you an email to notify you that we have received your authorized return. We will also notify you of the approval or rejection of your returned item(s). All decisions by the manufacturer regarding returns are final.

No Sale Items can be authorized for return.

We DO NOT exchange any Products.

If an item was marked as a gift when purchased and shipped directly to you, you get to keep the item, and ZERO refund will be issued on any gifts.

Shipping

If you find that your item does not fit, please fill out our contact form at www.SaunaCovers.com and a representative will contact you to discuss your situation. Typically we return calls and/or e-mails within five (5) business days of receipt.

You will be responsible for paying for your own shipping costs for returning any item to us to be consider for a refund or replacement. ALL Shipping costs are non-refundable and paid by you, the consumer.

If we (SaunaCovers.com) make an error in making a product we (SaunaCovers.com) will cover the shipping cost of the product back to you.