

Warranty Agreement

Indoor Residential Use

- Lifetime Replacement Warranty for defective carbon heater panels
- Lifetime Replacement Warranty for electronic control system components
- Lifetime Replacement Warranty on cabinet for major deformations or breakage due to manufacturers defects
- Lifetime Replacement Warranty on stereo components
- Lifetime Replacement Warranty on lighting system components

Indoor Commercial Use

- 5 Year Warranty for defective carbon heater panels
- 5 Year Warranty for electronic control system components
- 5 Year Warranty on the Sauna Cabin.
- 5 Year Warranty on stereo components
- 5 Year Warranty on lighting system components

Replacement Parts

Sun Stream Saunas warrants its products to be free of manufacturer's defects in materials and workmanship.

Parts which become defective will be replaced or repaired by Sun Stream Saunas, except for damage due to negligence, abuse, misuse, misapplication, unauthorised modifications or improper installation.

Shipping Costs of Defective Parts

At the discretion of Sun Stream Saunas, parts claimed to be defective maybe requested to be shipped with freight prepaid by the purchaser to Sun Stream Saunas. Once the defective parts are received, Sun Stream saunas will reimburse the shipping costs to the purchaser.

Subsequently defective parts will be repaired or replaced and returned to the purchaser with freight paid by Sun Stream Saunas.

When sent to Sun Stream Saunas, the parts must be accompanied by the sales receipt or other proof of purchase date.

Labour Costs

Sun Stream Saunas will not be responsible for labour costs for general maintenance of the product.

Sun Stream Saunas will not be responsible for labour costs for the removal and re-installation of defective parts.

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Warranty Limitations and Exclusions

The warranty period begins on the date of purchase by the user. The warranty is not transferable to a third party unless written consent is given by Sun Stream Saunas. Without written consent, only the original purchaser can make claims under the terms of the warranty.

This warranty shall not apply to any claims arising from the misuse, neglect, accident, abuse, improper installation, including but not limited to exposure to fire, excessive heat or other hazards of nature.

Under no circumstances will Sun Stream Saunas be liable for any special or consequential damages arising from the use of the product, components and the parts attached, or installed with it. Nor will Sun Stream Saunas be liable for injury to any person or any claims for damages arising from the use, installation or servicing of the product.

Policy

Sun Stream Saunas is committed to treating our customers honestly, responsibly and fairly. We agree to comply with the Consumer Rights Act 2015.

No liability shall accrue to Sun Stream Saunas except as set forth herein.