Limited Lifetime Warranty

*Limited Lifetime Warranty: Golden Designs, Inc. warranties the sauna room against defects in material and workmanship for the life of the product from the original date of purchase. The sauna is for indoor use or outdoor use depending on the model. When placed outdoors, a water proof cover or the sauna shingle roof may be installed to cover the sauna room for protection. Any damage due to direct exposure to outdoor weather elements such as rain, snow, sun, wind or extreme temperatures will not be covered by this warranty if your sauna was not designed to be directly in the weather elements. Any damages as a result of modifications made to the sauna or its components will void this warranty.

Extent of Warranty: This limited warranty applies to products manufactured or distributed by Golden Designs, Inc. under the Golden Designs Inc. brand name, delivered in the contiguous United States or Canada and extends to the original purchaser at the original site of installation only. This warranty becomes valid at time of purchase and terminates either by specified time frame, owner transfer, or relocation. The warranty extends to the sauna room and excludes the heater as it is covered by its own manufacturer warranty. Your sales receipt showing the date of purchase of the product is your proof of purchase.

Manufacturer Warranty

All Golden Designs, Inc. products are manufactured with the highest quality and are warranted to be free from defects in material and workmanship at the time of delivery. The warranty is extended through the manufacturer for the product including, but not limited to: sauna room, sauna control panel, and the connected wire harnesses. All exchanged parts and products replaced under this warranty will become the property of Golden Designs, Inc. Golden Designs, Inc. reserves the right to change for any part not covered under the existing warranty. Any parts determined to be defective must be returned to Golden Designs, Inc. at its discretion to obtain warranty service. You must prepay any shipping charges, export taxes, custom duties and taxes, or any other charges associated with the transportation of the parts. In addition, you are responsible for insuring any parts shipped or returned. You must present Golden Designs, Inc. with proof of purchase documents (including the date of purchase). Any evidence of alteration, erasing or forgery of proof of purchase documents will be cause to VOID this limited warranty. Products on which the serial number has been defaced or removed is not eligible for warranty service. The product warranty covers parts, but does not cover labor.

Warranty Limitations

This warranty does not apply if the unit has been subject to full commercial use, negligence, alteration, modification, misuse, abuse, repairs by non-Golden Designs, Inc. authorized personnel, inappropriate installations, or any case beyond the control of Golden Designs, Inc. invalidating this warranty including but are not limited to:

▪ Improper use of lacquer or paints
▪ Sauna and other Golden Designs, Inc. products accessories placed on non-approved surfaces
▪ Outdoor applications not protected safely from outdoor weather elements, including the glass door ▪ Normal wear and tear or weathering
▪ Use of product not in accordance with instructions

▪ Improper use of the sauna ▪ Moisture or water seepage

Surface cracks are not considered defects in material or workmanship, as they are normal characteristics of all woods. This includes minor cracks due to wood expansion and contraction. Since the wood used in construction may have been kiln dried, a certain amount of expansion and contraction occurs in the wood in a sauna environment. Please note that water seepage will not hurt the wood and is a normal tendency of outdoor application. The water will usually dry quickly due to the heated environment. If you want to keep the sauna completely dry, you will need to install the barrel sauna under a covered structure.

Disclaimers

Golden Designs, Inc. shall not be liable for loss of use of sauna or other Golden Designs, Inc. products or other secondary or incidental or consequential costs, expense or damages - which may include the removal of permanent structures or other custom fixtures or the necessity for crane removal - arising directly or indirectly out of the use or inability to use the product. Any implied warranty shall have duration equal of the applicable warranty stated above. Under no circumstances shall Golden Designs, Inc. or any of its representatives be held liable for injury to any person or damage to any property, however arising. Specifications are subject to change without notice or obligation.

Legal Remedies

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

Customer Service

For customer service, contact your authorized dealer. If you need additional information or assistance, please email Golden Designs, Inc. at info@goldendesignsinc.com or call (909) 212-5555.

***Limited Lifetime Warranty of Sauna Products is 5 years on wood structure (when properly maintained), control panel, and applicable control panel harnesses and lights from the date of purchase. Stove/heater is covered under its manufacturer's applicable warranty.**