Limited Lifetime Residential Sauna Room Warranty

United States and Canada

VERSION	PREPARED	WARRANTY TYPE
1.0	March 20, 2026	Limited

IMPORTANT - THIS IS A LIMITED WARRANTY

In this document, "Lifetime" means only the period during which the original retail consumer purchaser owns the Product and the Product remains installed at its original installation site. This Warranty is limited to the specific Covered Sauna Room Components defined below, applies only to residential personal/family/household use, and is subject to all exclusions, conditions, claim procedures, and liability limitations stated in this document. Commercial, rental, hospitality, spa, gym, and other non-residential use are excluded unless Leil issues a separate written commercial warranty.

1. Warrantor and Covered Sales

This Limited Lifetime Residential Sauna Room Warranty ("Warranty") is provided by Leil Saunas LLC, 141 Lanza Ave, Building 16F, Garfield, NJ 07026, email salesusa@leilsaunas.com ("Leil," "we," "us," or "our"), solely to the original retail consumer purchaser ("you") of a new Leil-branded prefabricated sauna purchased directly from Leil or from an authorized reseller in the United States or Canada for personal, family, or household use at a residential property.

This Warranty is not transferable and automatically terminates upon any sale, transfer, assignment, lease, relocation, or change of the original installation site.

2. Definition of "Limited Lifetime"

For purposes of this Warranty, "Limited Lifetime" means the period beginning on the date of delivery to the original retail consumer purchaser and continuing only for so long as that original retail consumer purchaser owns the Product and the Product remains installed at the original installation site.

"Lifetime" does not mean the useful life of wood, the life of any building or real property, or the lifetime of any third-party component manufacturer.

3. Covered Components and Scope of Coverage

3.1 "Covered Sauna Room Components" means only the factory-manufactured structural wooden enclosure components of the sauna room supplied by Leil as part of the standard product, including structural wall panels, roof panels, structural framing members, base frame components supplied by Leil, load-bearing bench supports, and permanently affixed wooden benches and backrests manufactured by Leil as part of the sauna room.

3.2 Subject to all exclusions and conditions in this Warranty, Leil warrants that the Covered Sauna Room Components will be free from defects in materials and workmanship existing when the Product left Leil's control and causing a covered failure under normal residential use, proper installation, proper operation, and proper maintenance.

3.3 This Warranty is a materials-and-workmanship warranty only. It is not a performance guarantee, design guarantee, aesthetic guarantee, weatherproofing guarantee, or promise that the Product will remain free from all movement, checking, discoloration, or age-related appearance changes.

3.4 The following are not covered by this Limited Lifetime Warranty: heaters or stoves, sauna rocks, controls, Wi-Fi or app modules, sensors, thermostats, contactors, wiring, breakers, LED lighting, speakers, audio systems, fans, glass, glazing,

windows, doors, door or window hardware, locks, roofing membranes or shingles, sealants, gaskets, trim, coatings, oils, stains, paint, fasteners, consumables, accessories, optional upgrades, packaging, shipping materials, third-party components, and site-built or site-installed items such as decks, stairs, platforms, shelters, foundations, plumbing, electrical service, and landscaping.

3.5 If any excluded or third-party item is supplied with the Product, it is covered only, if at all, by the separate component or manufacturer warranty accompanying that item or otherwise required by applicable law. Leil may assist with administration of such third-party claims as a courtesy, but assumes no obligation to do so.

4. Exclusive Warranty Remedies

If Leil confirms a defect that is covered by this Warranty, Leil may, at its sole option and as your exclusive remedy under this Warranty:

- repair the defect;
- provide replacement parts, replacement materials, or a substitute component of equal or greater function, whether new, remanufactured, reconditioned, or functionally equivalent;
- authorize and reimburse a reasonable third-party repair that Leil approved in writing in advance; or
- refund the lesser of (a) the original purchase price actually paid for the affected Product or component, or (b) Leil's reasonable determination of the value of the affected covered component.

Replacement wood or other materials may differ from the original in color, grain, finish, texture, or appearance. Any repaired or replaced item assumes only the unexpired portion of the original Warranty period. No repair, replacement, reimbursement, or accommodation restarts, renews, or extends the original Warranty period.

5. Customer Costs and Services Not Covered

This Warranty covers only the remedy Leil elects to provide under Section 4. To the maximum extent permitted by law, Leil does not pay for or provide:

- labor, electrician, contractor, service call, diagnostic, or project management charges;
- removal, demolition, uncrating, disassembly, reassembly, reinstallation, alignment, calibration, finishing, touch-up, or repainting/resealing work;
- shipping, packaging, pallets, freight, expedited transport, customs, duties, brokerage, taxes, storage, crane, hoist, lift, scaffolding, access equipment, or travel costs;
- permits, inspections, code upgrades, foundation work, site preparation, drainage, ventilation, building modifications, or utility work;
- substitute products, downtime, loss of use, loss of enjoyment, lodging, loss of revenue, or similar incidental expenses; or
- matching of color, grain, finish, or overall appearance.

6. Conditions to Coverage

To remain eligible for coverage, you must:

- purchase the Product from Leil or an authorized reseller;
- inspect the Product promptly upon delivery and before assembly or use;
- install, operate, maintain, and store the Product strictly in accordance with the installation manual, user manual, maintenance guide, heater instructions, and all applicable building, electrical, fire, zoning, and safety codes;
- install the Product on a stable, level, load-appropriate, permanently dry, and properly drained foundation or base suitable for the specific model, and never directly on soil, mud, grass, or any condition exposing the Product to standing water, capillary moisture, or persistent saturation;
- ensure all electrical work is performed by a qualified or licensed electrician where required by law;

- perform and document routine cleaning and all periodic or annual maintenance reasonably required for the Product, including exterior UV and moisture protection and interior bench care where applicable;
- use only products, cleaning agents, maintenance products, accessories, and water practices suitable for sauna use and compatible with thermally modified wood, glass, and electrical systems; provided that use of a non-Leil branded maintenance or cleaning product will not by itself void this Warranty unless that product caused or contributed to the claimed damage;
- refrain from moving or relocating the Product after original installation unless Leil provides prior written approval; and
- stop using the Product immediately if continued use could worsen the alleged defect or create a safety risk.

7. Inspection, Notice, and Claim Procedure

7.1 Visible transport damage, shortage, or incorrect shipments must be noted on the delivery receipt and reported to the selling reseller within seventy-two (72) hours after delivery. Concealed transport damage or concealed shortages must be reported within seven (7) days after delivery. Assembly or use of a Product with visible shipping damage or visible missing parts constitutes acceptance of those visible conditions and waives related shipping or shortage claims to the maximum extent permitted by law.

7.2 Any other warranty claim must be submitted within thirty (30) days after discovery of the alleged defect and in all events within the applicable Warranty period.

7.3 Claims must be initiated through the selling authorized reseller unless Leil directs otherwise in writing. Your claim must include the purchaser's name, address, phone number, email address, model name, serial number, proof of purchase, delivery date, installation date, original installation address, a detailed description of the issue, clear photographs or videos, and reasonable maintenance records or other supporting documentation requested by Leil.

7.4 No part may be returned without Leil's prior written return authorization. If Leil requires return of a part, you must package, insure, and ship it prepaid to the location designated by Leil, unless Leil agrees otherwise in writing or applicable law requires otherwise.

7.5 Leil may inspect, or designate a third party to inspect, the Product and the installation site before accepting or denying a claim.

7.6 No person other than Leil or a party authorized by Leil in writing may perform warranty work on Leil's behalf. Unauthorized repairs, field modifications, disassembly, refinishing, or component substitution may void coverage or exclude the resulting damage from coverage.

8. Exclusions

This Warranty does not cover, and Leil shall have no obligation for, any condition, damage, defect, loss, or complaint arising from or relating to:

- natural characteristics and ordinary behavior of wood and other natural materials, including variation in color, grain, mineral streaks, knots, pitch or resin bleed, raised grain, checking, cracking, splitting, shrinkage, swelling, cupping, twisting, warping, seam movement, minor gaps, and other normal changes that do not materially impair the structural integrity of a Covered Sauna Room Component;
- normal wear and tear, cosmetic blemishes, scratches, dents, scuffs, weathering, UV fading, silvering, patina, staining, mold, mildew, fungus, soot, smoke, corrosion, rust, mineral deposits, hard-water effects, condensation, odor, discoloration, and age-related or environment-related appearance changes;
- transit damage, unloading damage, forklift or crane damage, improper storage, improper staging, delays in installation, or storage of an unassembled Product for more than twelve (12) months after delivery or in unsuitable conditions;
- improper, incomplete, or non-compliant assembly or installation, including deviation from Leil instructions, omitted steps, out-of-square assembly, over-tightening or under-tightening, improper anchoring, improper heater sizing, improper electrical hookup, insufficient ventilation, inadequate drainage, poor site conditions, or an unsuitable foundation or base;
- misuse, abuse, neglect, accident, vandalism, acts of animals or insects, overloading, impact, movement or relocation, commercial use, rental use, hospitality or spa use, shared amenity use, institutional or high-volume use, or any use other than the Product's intended purpose;

- operation outside recommended temperature or humidity conditions, overheating, heater misuse, water damage from improper cleaning or drainage, use of harsh chemicals, saltwater, chlorinated or brominated water, pressure washing, abrasive cleaning, or incompatible maintenance products;
- alterations, custom modifications, drilling, cutting, sanding, refinishing, coating changes, painting, staining, sealing, addition of third-party devices, aftermarket heaters, non-approved accessories, or any component substitution or design change not expressly authorized by Leil in writing;
- components or conditions not manufactured by Leil, including all excluded items listed in Section 3.4, or any damage caused by them;
- code compliance, permitting, building envelope integration, deck, wall, or roof modifications, waterproofing, site-built improvements, or any issue caused by surrounding structures or property conditions;
- force majeure or events beyond Leil's reasonable control, including fire, flood, freeze, ice, snow load, wind, hail, lightning, earthquake, storm, extreme weather, war, civil disturbance, utility surges, utility outages, or other acts of God;
- minor deviations, sound, odor, or subjective performance preferences that do not reflect a defect in materials or workmanship of a Covered Sauna Room Component; or
- any Product sold second-hand, refurbished, as a floor model, as a display model, or outside authorized sales channels unless Leil expressly issues a separate written warranty for that specific Product.

9. Commercial and Non-Residential Use

This Warranty applies only to residential personal, family, or household use. No commercial, rental, hospitality, spa, gym, shared amenity, wellness center, institutional, or other non-residential use is covered unless Leil issues a separate written commercial warranty signed by an authorized Leil officer. Absent such separate writing, all such uses are excluded from this Warranty.

10. No Dealer or Installer Authority to Modify Warranty

No reseller, dealer, installer, service company, salesperson, agent, or other person is authorized to make any representation, promise, or warranty on behalf of Leil or to modify this Warranty unless the modification is contained in a written instrument signed by an authorized officer of Leil. Product descriptions, brochures, samples, websites, advertising, and oral statements are for general information only and do not expand this Warranty.

11. Disclaimer of Other Warranties; Limitation on Implied Warranties

Except for the express limited warranty stated in this document, Leil makes no other express warranty. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AND ONLY TO THE EXTENT SUCH LIMITATION IS LAWFUL, ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY PERIOD SET FORTH IN THIS DOCUMENT FOR THE SPECIFIC COVERED COMPONENT OR CATEGORY AT ISSUE.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Nothing in this Warranty is intended to exclude, restrict, or modify any right or remedy that cannot lawfully be excluded, restricted, or modified under applicable provincial, territorial, or state law.

12. Limitation of Remedies and Liability

To the maximum extent permitted by applicable law, the remedies set forth in this Warranty are your sole and exclusive remedies for any breach of this Warranty. Leil's total liability under this Warranty shall not exceed the amount actually paid for the affected Product. Under no circumstances shall Leil be liable under this Warranty for any indirect, incidental, consequential, special, exemplary, punitive, or enhanced damages, including without limitation costs of removal or reinstallation, damage to surrounding improvements, loss of use, lost time, lost revenue, lost profits, diminution in value, substitute service costs, or emotional distress, whether arising in contract, warranty, tort (including negligence), strict liability, or otherwise.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Nothing in this Warranty excludes liability that cannot lawfully be excluded under applicable mandatory law.

13. Your Legal Rights; Canada Savings Clause; Severability

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

If you reside in Canada, you may also have rights that vary from province to province or territory to territory. Provincial or territorial consumer protection and sale-of-goods laws may provide additional or non-waivable rights, warranties, or remedies, and this Warranty shall be read subject to those laws.

If any provision of this Warranty is unlawful or unenforceable in a particular jurisdiction, it shall be severed or limited only to the minimum extent necessary in that jurisdiction, and the remainder of the Warranty shall remain in full force and effect.

14. Claims Contact Information

Warranty claims should first be submitted to the authorized reseller from whom the Product was purchased. If Leil requests direct submission or if no authorized reseller is available to assist, claims may be directed to:

Legal name	Leil Saunas LLC
Address	141 Lanza Ave, Building 16F, Garfield, NJ 07026
Email	salesusa@leilsaunas.com

Version 1.0 - Prepared for use as Leil's customer-facing residential warranty document, subject to final legal review for state, provincial, and reseller-channel implementation.