

SunRay Saunas Warranty Certificate

This warranty covers all SunRay branded saunas which are purchased directly from SunRay Saunas or any of its 3rd party affiliates. This warranty certificate is non-transferable.

Structural Warranty - 7 years

SunRay Saunas warrants the structure of the sauna from manufacturer defects in materials and workmanship for a period of 7 years from the date of purchase. The structural warranty covers the wooden sauna panels, flooring, ceiling, and glass. The structural warranty coverage includes only the parts necessary for repair. If the sauna is deemed irreparable due to a structural defect that is not remedied by a new part, SunRay at its sole discretion may send a replacement sauna. Surface cracks in the wood and minor blemishes are not considered defects as they are normal characteristics of natural wood.

Parts and Electronics Warranty - 1 year

SunRay Saunas guarantees all sauna parts including the heater and electrical components against malfunction arising from defects in materials and workmanship for a period of 1 year. The parts and electronics warranty covers the parts replacement only. Labor costs for replacing a part are not covered under the parts warranty.

Warranty Terms

All warranties apply to the original customer, at the original address that the sauna was delivered to. Customers must have written consent from SunRay Saunas before proceeding with any sauna repair that is to be reimbursed by SunRay Saunas. In all cases, SunRay Saunas has sole responsibility for determining the cause and nature of a warranty claim. SunRay Saunas reserves the right to provide a replacement sauna of equivalent value if we deem it to be necessary. In such a circumstance, the customer shall be responsible for the cost of assembly or installation of the new sauna.

Exclusions

This Limited Warranty will be voided if SunRay Saunas determines that the sauna has been subjected to alteration, neglect, misuse or abuse, or freight damage caused by the common carrier; or if the failure is caused by accident, acts of God or other causes beyond the control of SunRay Saunas. Neglect, misuse and abuse include any installation, operation or maintenance of the sauna other than in accordance with the instructions contained in the owner's manual provided with the sauna. Saunas are for residential use only. Saunas used in a commercial setting are excluded from any warranty coverage whatsoever.

Disclaimers

Except as specifically provided by the law, SunRay Saunas and its representatives shall not be liable for any injury, loss, or other damage caused by the sauna or use therein, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the sauna and cost for removal of the defective product, even if SunRay Saunas has been advised of the possibility of such damage. The liability of SunRay Saunas under this Limited Warranty, if any, shall not exceed the original amount paid for the defective product. Coverage under this Limited Warranty shall commence as of the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. These disclaimers shall be equally applicable to any service provided by SunRay or its duly authorized representative.

Filing a Claim

To file a warranty claim please contact the SunRay Claims Department at 800.976.5530