Thank you for choosing Wizzisaunas. We are committed to providing you with high-quality sauna products and comprehensive warranty services.

WARRANTY COVERAGE

This warranty policy applies only to the original purchaser (retailer or authorized distributor). End users who purchase this product through authorized distributors may apply for warranty services under these terms.

> **Important Notice:** Warranty rights automatically terminate upon resale, transfer of ownership, or unauthorized transfer without written consent from Wizzisaunas and are non-transferable.

STANDARD FREE WARRANTY

Product / Component Category	Warranty Coverage Period
Residential Saunas (Free Warranty Period)	3-year free warranty from the date of purchase
Commercial Saunas (Free Warranty Period)	1-year free warranty from the date of purchase
Core Heating Components — Standard Products (Pre-fabricated infrared heating tubes & carbon crystal heating panels)	7-year warranty
Core Heating Components — Customized Private-Label Products (Infrared heating tubes & carbon crystal heating panels)	3-year warranty

Warranty Inclusions

During the valid free warranty period, all parts and shipping costs are covered for free repair or replacement services. The warranty covers failures caused by manufacturing defects, including:

- **Material Defects:** Defects in wood and other materials used in the sauna under normal use conditions.
- **Workmanship Defects:** Defects occurring during manufacturing, including assembly and structural issues.
- **Electrical Components:** Failures of sauna heater, control panel, main control box, and other electrical components under normal use.
- **Core Components:** Wood structure, heater, controller, electrical components and wiring, light tubes, Bluetooth audio system, etc.

- **Transportation Damage:** Any wood or glass breakage during transportation.

Special Warranty for Core Heating Components

Infrared heating tubes and carbon crystal heating panels are core components of Wizzisaunas products. For standard products (pre-fabricated products), these core components are covered by a 7-year warranty. For customized private-label products, these core components are covered by a 3-year warranty.

Warranty Exclusions

The following situations are not covered under warranty:

- **Glass Damage:** Damage to glass components (except damage caused during transportation).
- **Misuse or Negligence:** Damage caused by improper use, negligence, accidents, or unauthorized modifications.
- **Normal Wear and Tear:** Expected deterioration and wear from long-term use.
- **Environmental Damage:** Damage caused by fire, flood, natural disasters, or other environmental factors.
- **Wood Expansion and Contraction:** Minor expansion and contraction of kiln-dried wood may produce small cracks, which is normal.
- **Unauthorized Repairs:** Repairs or modifications performed by non-Wizzisaunas authorized personnel.
- **Other Exclusions:** Defects or damage caused by transportation service providers, installers, users, or animals.

LIFETIME LIMITED WARRANTY (PARTS)

After the free warranty period (3 years) ends, Wizzisaunas provides lifetime replacement parts service for all core components.

Warranty Terms

- **Free Parts:** All replacement parts provided free from China factory.
- **Customer Responsibility:** Shipping costs from China factory to customer location, and labor costs for on-site installation or third-party repairs.
- **Applicable Components:** Wood structure, heater, controller, main control box, electrical components and wiring, light tubes, audio system, and other core components.

Important Notes

- Lifetime warranty only covers failures caused by manufacturing defects.
- Does not include human misuse, disassembly, modification, natural aging, or normal wear and tear.
- Does not include labor or transportation costs related to disassembly and reinstallation.