



Sun Stream Saunas Australia Warranty

Warranty Periods

- 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
- 1 Year replacement Warranty on stereo components
- 1 Year replacement Warranty on lighting system components

Replacement Parts

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

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

Shipping Costs of Defective Parts - First 5 Years

At the discretion of Sun Stream Saunas Australia, parts claimed to be defective within the first 5 years of the warranty period may be requested to be shipped with freight prepaid by the purchaser to Sun Stream Saunas Australia.

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

Shipping Costs of Defective Parts - Post First 5 Years

At the discretion of Sun Stream Saunas Australia, parts claimed to be defective after the first 5 years of the warranty period may be requested to be shipped with freight prepaid by the purchaser to Sun Stream Saunas Australia.

Subsequently defective parts will be repaired or replaced and returned to the purchaser with ***freight prepaid by the purchaser.***

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

Labour Costs

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

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

Non-Transferable

This warranty is extended only to the original purchaser and is terminated upon transfer of ownership.

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 Australia 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 Australia 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 Australia is committed to treating our customers honestly, responsibly and fairly. We agree to comply with Australian competition, fair trading and consumer protection laws governing all Australian states .

All Sun Stream Saunas are intended for Indoor use only

Warranty is voided if the sauna is placed in an outdoor environment.

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