

Health Mate Limited Lifetime Warranty

HEALTH MATE SAUNA: LIMITED LIFETIME WARRANTY	INDOOR RESIDENTIAL USE	INDOOR COMMERCIAL USE
PRODUCT		
Health-Mate Sauna Cabin & Frame	Lifetime	1 year
Health-Mate Sauna Vertical Paneling	Lifetime	1 year
Health-Mate Sauna Flooring and Baseboard	Lifetime	1 year
Health-Mate Sauna Door/ Glass/ Hinges	Lifetime	1 year
Health-Mate Sauna Handles & Fixtures	Lifetime	1 year
Sauna Electronic Controls & Wiring	Lifetime	5 year
Heater Core, Harness, and Wiring	Lifetime	5 year
Interior Lighting Fixtures and Wiring	Lifetime	5 year
Exterior Lighting Fixtures and Components	Lifetime	5 year
Interior Audio Fixtures and Components	Lifetime	5 year
Labor of Factory Installed Components	Lifetime	5 year
Upgrades, Options, Parts & Accessories	Per Manufacturer's Warranty Unless Otherwise Noted at Sale or Contract	

PLEASE REGISTER YOUR PRODUCT PURCHASE WITH THE MANUFACTURER

Go to healthmatesauna.com/resources/warranty-registration/ to register in minutes.

PLEASE READ THIS LIMITED WARRANTY IN ITS ENTIRETY TO UNDERSTAND YOUR RIGHTS AND OBLIGATIONS. The warranty below applies to all saunas purchased AFTER 2023. For saunas purchased in 2023 and before, contact us for legacy terms.

The Company agrees to repair or replace the products listed in the "Warranty Coverage Guide" for the coverage period specified and hereby referred to as the "warranty period". The products

listed are covered subject to and solely in accordance with the terms and conditions, exclusions and limitations set forth herein.

LIMITED WARRANTY ON SAUNA CABIN, FRAME, HARDWARE & COMPONENTS

The Company warrants to the registered customer during the warranty period the following:

- (A) The sauna frame inclusive of the walls, floor and ceiling will maintain structural integrity.
- (B) The sauna hardware and components which include the heater, heater controls, power supply, electrical wiring, lighting hardware, and audio components will be free from defects in material, workmanship, or functionality.

(C) Any required LABOR for the replacement of parts associated with the sauna cabin, frame, hardware & components are NOT covered under the Company's labor warranty for the specified warranty period.

LIMITED WARRANTY ON NON-FACTORY INSTALLED PARTS, COMPONENTS, OPTIONS, AND ACCESSORIES

Any and all non-factory installed parts, components, options, and product accessories are not considered warranted to the customer against defects in material or workmanship except to the extent of any warranty period expressly set forth in the purchase agreement or invoice unless otherwise noted in writing at the time of sale of the product(s) between the Company and the Customer.

DISCLAIMER OF IMPLIED WARRANTIES

ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED IN THEIR ENTIRETY OR TO THE FULLEST EXTENT ALLOWED BY LAW. THIS LIMITED WARRANTY TAKES THE PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, IN FACT OR AT LAW, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

WARRANTY LIMITATIONS AND EXCLUSIONS

The warranty period commences on the date of purchase by the customer followed by the successful registration of the product by the original purchaser. The period in which the product is delivered or picked up by the customer prior to installation is also covered under the warranty period. This warranty may not be assigned, transferred, sold, gifted, or modified. Any cause of defect, damage, or compromise to the product upon any physical relocation, shipment, or delivery performed by the customer or third party service provider is not covered under the warranty. Unless otherwise approved by the Company, only the original purchaser can make claims hereunder. All warranty labor must be performed by the Customer or its designated representative, contractor, or third-party service provider at the customer's expense. No retailer, influencer, affiliate, agent, distributor, dealer, service company, or other third party is authorized to change, modify, or extend the terms of this limited lifetime warranty in any manner whatsoever. Any warranty provided outside the scope of this warranty shall be solely their separate obligation and in no way enforceable to the Company.

For the purposes of clarity, certain words and phrases used in definition of this warranty are hereby referred to as the following:

- (A) "Company"- shall mean Health Mate Sauna.
- (B) "Customer"- shall mean the original purchaser.
- (C) "Purchaser"- shall mean the original customer.
- (D) "User"- shall mean the original purchaser.
- (E) "Residential Use"- shall mean the original purchaser for use is by an individual, single family, or household group for internal household purposes.
- (F) "Commercial Use"- shall mean any use that involves a fee, rate, charge, or other consideration, any use directly or indirectly in connection with a business, institution,

going concern, or undertaking intended for profit, gain, or monetization, and non-residential use.

This limited lifetime warranty shall not apply to any display model, refurbished model, or used model unless expressly agreed to by Health-Mate Sauna in writing at the time of purchase. The new owner/user will need to register the product in order to effectuate the warranty under any approved agreement.

The limited lifetime warranty does not cover defects, damages, or failure ("Damage") caused by the delivery service providers or common carrier, the installer, user, or other persons. Any impact from animals, including without limitation, termites and other wood-destroying insects or rodents are not covered. The limited lifetime warranty excludes Damage resulting from transportation, careless handling, improper location, storage, or relocation, as well as from cleaning, painting, staining or other use of abrasive or improper chemicals. The limited lifetime warranty also excludes Damage arising from user's or a third party's negligence; modification of any type for any reason (including modification to meet local building codes); improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment, an electrician or a third party; improper voltage supply; unauthorized electrical modification; misuse; improper use; abuse; incorrect operation, lack of proper routine or preventive maintenance; unauthorized repair by a third-party; normal wear and tear; fire, and acts of God such as lightning, floods, earthquakes, etc.

The limited lifetime warranty does not include: labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit and/or installation of a replacement unit. Any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit, or business advantage of any kind under any circumstances will also not be covered. User shall be obligated to pay for postage, shipping and handling for mailing and delivery of any products, parts, or components for both inside and outside the United States and Canada. Timely registration of product and purchase is required for a warranty claim. Users can go to healthmatesauna.com/resources/warranty-registration/. Or call Health-Mate Sauna at 1-800-946-6001 to register their product(s). These disclaimers shall be equally applicable to any labor or service provided by the Company and its designated representatives.

RESPONSIBILITIES OF OTHERS

Unless provided by the Company or otherwise expressly agreed to in writing, the separate role of proper qualifying, hiring, firing, managing, and compensation of third party installers or service providers are the exclusive responsibility of the user. Any potential liabilities associated or incurred as a result of the utilization of user's installer are the responsibility of the user. The user will have no recourse with the Company and the Company will have no obligation, liability, or responsibility in connection with the same. User's installer is responsible for inspecting the unit prior to installation and ensuring that the

unit is free of defects or damages. Notifications accompany the product shipped advising the installer of these responsibilities. In the event a problem is identified prior to the installation, the unit must not be installed, and the Company must be notified immediately. The Company is not responsible for damages that could have been discovered, repaired, or avoided by proper inspection prior to the installation. Any damage occurring in transit is the responsibility of the carrier. The user or installer MUST open the package(s) or pallet of product(s) and inspect the unit for damage when it is delivered. If damage is discovered, it must be reported to the Company or seller and the carrier in writing, and an inspection must be requested. Any failure of the carrier to respond should be reported to the Company or seller and the carrier. Customer freight claims should be filed promptly thereafter. Damage occurring to the unit during installation is the responsibility of the installer and/or building contractor and any damage occurring thereafter is the responsibility of the user. Failure of any non-factory installed parts, components, and accessories are the sole responsibility of the equipment manufacturer except as provided above. Any replacement parts shall be covered only by the original equipment manufacturer's (OEM) warranty, if any. The customer's installer is responsible for knowing local code requirements and installation safety protocols in accordance with the same. The Company is not responsible for costs of modifying any product to obtain any code approval, such as city, county, or state building codes.

WARRANTY REGISTRATION

The company encourages every customer to immediately register their product(s) within 10 days after delivery. To register your product, please go to healthmatesauna.com/resources/warrantyregistration/. Once you arrive at the company's website, you will then be prompted to enter your product Serial Number followed by your warranty registration information and upload a picture of the assembled product.

WARRANTY SERVICE

Once a claim for a warranty service is filed and deemed approved by the Company, the user will ship the part, component or item that needs replacement to the Company. Upon receiving the original equipment from the user, the Company will then ship the matching original equipment to the user for the purpose of replacement. Any costs related to shipping parts and receiving parts will be the sole responsibility of the user. Once the new replacement parts are received, the user will then perform the installation or assembly in accordance with Company provided instruction either in print or digital format. The user can reserve the right to have a third party service provider perform the part replacement or exchange at the full expense of the user. Please note that the cost of engaging a third party service provider will be at the customer's expense. The Company will provide the warranty service described above when the following conditions have been met: the failure is covered by the warranty; the user has informed an Authorized Health-Mate Sauna Product Specialist of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to

the foregoing by the user proving that the failure occurred or was discovered within the warranty period; and, if applicable, a Company representative has been permitted to inspect the unit during regular business hours within a reasonable time after the problem was reported by the user. In order to obtain warranty service, contact Health-Mate Sauna at:

www.healthmatesauna.com
Health-Mate Sauna
10541 Calle Lee STE 119
Los Alamitos, CA 90720
Phone: 1.800.946.6001
Fax: 1.714.739.6605
info@healthmatesauna.com

To obtain warranty service, call or write to the above. Provide a description of the problem and proof of purchase. You will be instructed how to obtain replacements and where to return the failed component(s), option(s), or accessory(ies). All replacement parts, equipment, and repairs shall assume the remaining warranty period of the part(s) replaced and do not extend the same. The Company's warranty obligation shall be discharged upon tender of replacement or repair. The customer's refusal to accept the tender terminates the Company's warranty obligation. The Company will only pay for shipping and handling fees to return the repaired or replacement unit to the user at the Company's discretion.

LEGAL RIGHTS: This Limited Lifetime Warranty provides the customer with specific legal rights. The warranty obligations are provided by Health-Mate Sauna and its affiliates. There are no warranties applicable to Health-Mate Sauna products manufactured and distributed by the Company, except as expressly stated herein or as implied by applicable state and federal laws. The customer may also have other rights that vary from state to state, and it will be up to the customer to learn and understand those rights. Certain states may not allow limitations on how long an implied warranty is applicable, disclaimer of certain warranties, or the exclusion or limitation of incidental or consequential damages. Therefore, it is possible that the aforementioned limitations and exclusions may not be applicable to certain customers. The Company will not be responsible for any statements or representations or misrepresentations made in any form that go beyond, are broader than, or are inconsistent with any technical specifications furnished by the Company.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED IN THIS LIMITED WARRANTY ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND THE COMPANY'S ENTIRE LIABILITY, INCLUDING, WITHOUT LIMITATION, FOR ANY BREACH OF THIS LIMITED WARRANTY. COMPANY'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY USER FOR THE APPLICABLE DEFECTIVE PRODUCT, NOR SHALL COMPANY UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. IN ADDITION, THE COMPANY WILL NOT BE

RESPONSIBLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT FROM ANY CAUSE WHATSOEVER, INCLUDING BUT NOT LIMITED TO COMPANY'S GROSS NEGLIGENCE. THIS EXCLUSION APPLIES EVEN IF THE COMPANY WAS ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.