

Warranty



WARRANTY

JNH Lifestyles warrants the saunas to be free of defects in material and workmanship.

JNH Lifestyles provides warranty on wood components against defective material and/or workmanship of cabinetry. Since the wood used in saunas has been kiln dried, a certain amount of expansion and contraction occurs in the wood within a sauna environment. This expansion may result in minor cracks, which is considered normal and not covered under warranty.

Overtime the sauna wood may darken and/or change color tones. These color changes are considered normal aging and are not covered under the warranty.

This warranty extends only to the original retail purchaser of the sauna and terminates upon transfer of ownership. It does not extend to use or installation for commercial or institutional purpose.

The sauna must be installed within one year of purchased date. Freight charges to and from the customer are the responsibility of the customer. This includes freight charges for parts shipped to enable the services of your sauna. This warranty is void if the sauna has been altered, misused, or abused. Such instances shall include operation or maintenance of the sauna different from the published instructions. The warranty extends only to the manufacturing defects and does not cover any damages resulting from mishandling of the product by the owner.

JNH Lifestyles will not be responsible for labor incurred by its authorized service agents per pre-established takes in removing, inspecting and reinstalling the warranty parts. JNH Lifestyles will not cover any labor costs attributable to disassembly and reassembly of the unit. JNH Lifestyles will not be responsible for labor costs of the routine maintenance, adjustments or alterations to the calibration of the electrical devices.

Any parts claimed to be defective must be shipped freight prepaid, to JNH Lifestyles and the repaired or replaced product will be returned to the sender freight collect. When sent to JNH Lifestyles, the product must be accompanied by the sales receipt or other proof of purchase date, as well as the sender's name, mailing address (no PO BOX), daytime telephone number and any other information relating to the sender's claim. This warranty applies to products produced after June 1, 2011.

JNH Lifestyles and manufacturer shall not be liable for the loss of use of the sauna or other incidental or consequential damages. Under no circumstances shall JNH Lifestyles and manufacturer or any of its representatives be held liable for injury to any persons or damages to any properties.

Surface cracks are not considered defects in material or workmanship, as they are normal characteristics of all wood.

For our Vivo Collection, we offer:

- 2 Year on wood structure
- 2 Year on heater, control and electrical components

For our Joyous, Heritage and Freedom Collection, we offer:

- 5 Year on wood structure
- 5 Year on heater, control and electrical component

Email

For customer service enquiries email: info@jnhlifestyles.com

For warranty enquiries email: support@jnhlifestyles.com

Phone

Call us on (800) 528-3110

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.