

WARRANTY

INFORMATION

CUSTOMER WARRANTY INSIDE

MUST BE READ, SIGNED, AND RETURNED

45 DAYS FROM RECEIPT OF PURCHASE

Steam Planet Warranty

Steam Planet guarantees and warrants subject to the conditions and restrictions stated below, that its complete product line (see below for exceptions) and any other product manufactured or distributed by Steam Planet, shall be free from any defects in materials or workmanship for **3** years.

This warranty is valid only when products covered by this warranty are installed by a professional tradesman and finished and maintained according to Steam Planet's written installation instructions. This warranty does not cover 1) component parts that have been damaged by accident, mishandling or improper use, 2) component parts that have been subjected to negligent operation or damage resulting from improper installation or maintenance, 3) damage caused by fire, flood, earthquake, storm, tornado, acts of nature or any other cause beyond the control of Steam Planet: or become damaged or defective through the negligence of and/or misuse of Buyer, improper installation, chemical corrosion, modification or alteration, or improper maintenance, poor or substandard water supply i.e. well water without proper or additional filtration, hard water with out proper or additional filtration, etc....

No warranty claim shall be considered unless it is properly and timely requested and with proof of purchase and is received by Steam Planet prior to the expiration of the warranty period.

-original owner and purchaser must still reside in home where product was originally installed

IN NO EVENT SHALL STEAM PLANET PAY FOR THE COST OF

LABOR, INSTALLATION OR FINISHING OF EITHER THE ORIGINAL OR REPLACEMENT PRODUCT OR ANY REPLACEMENT PART, OR FOR ANY OTHER INCIDENTAL COSTS RELATED THERETO.

Customer responsible for shipping costs on any parts after 30 days from receipt of unit.

Steam Planet reserves the right to have any of its products, alleged to be defective, field inspected by a Steam Planet representative or; if Steam Planet elects and requests the damage part to be returned for testing, customer will make payment for new part before it is shipped or customer must return damaged part for defect testing, at their own cost, part is then tested, and then new part under warranty will be shipped. If tested and found to have defect, the new part will be shipped and customer will be reimbursed for return shipping only (and reimbursed for new part if applicable). Parts included for possible defective return and testing are; *all electronic and electrical components, keypads, motors, water and air pumps, lights, fans, switches, heaters, water control valves and diverters. In the case of steam generators and shower panels, the entire unit may need to be returned.*

We will test within 30 days upon receipt of part and ship new part within the same time period. Steam Planet will pay for damaged part to be returned. Customer can buy replacement parts after warranty expires at cost and these parts have a 1 year warranty; customer to pay shipping.

Shipping and inspection:

All units shipped are broken down and packed in 2-4 big boxes. All the boxes are then placed and shipped on wooden pallets. Units come "broken down" and in separate panels and should clear through most doorways. All units are delivered LTL. Buyer has the right to examine the Goods on arrival and has 3 business days to notify Steam Planet (the seller) of any claim for damages on account of the condition of the goods. **The customer and the driver must both notate and sign shipping document at the time of delivery, if there is any sign or suspicion of damage to packaging, crating, etc... or refuse package for same. Broken Glass is not covered under warranty.**

Notice must be specifically set forth for the basis of the Buyer's claims: failure to notate initial damage, notify Steam Planet (the Seller) within the stipulated period of time and to set forth specifically the basis of his/her claim will constitute irrevocable acceptance of the Goods by the Buyer and void any warranty claims and disqualify courtesy return time allowance.

RETURN POLICY

- RETURN IN THE ORIGINAL CARTON WITH PACKING AND INSTRUCTIONS WITHIN 14 DAYS, PRODUCT MUST NOT BE USED AND PACKAGING MUST NOT BE DAMAGED/14 days is a courtesy time frame for return of product with no explanation, but are subject to return shipping charges. See below...
- THERE WILL BE A 20% CANCELLATION / RESTOCKING CHARGE ON ALL RETURNED MERCHANDISE IN ADDITION TO THE PRORATED VALUE OF THE PRODUCT. CUSTOMER WILL BE RESPONSIBLE FOR ANY BANK CHARGES OR CREDIT CARD FEES RELATED TO RETURNED MERCHANDISE. CUSTOMER RESPONSIBLE FOR SHIPPING COST BACK TO COMPANY IN CASES OUTSIDE OF DAMAGE ETC...
- IF YOU PAID BY CHECK, OR IF THE AMOUNT OF REFUND IS IN EXCESS OF \$10, YOU WILL RECEIVE YOUR REFUND BY MAIL IN APPROXIMATELY 30 BUSINESS DAYS.
- DISPLAY, DEMO, SCRATCH AND DENT MERCHANDISE IS CONSIDERED "AS IS" AND IS NONRETURNABLE, NONREFUNDABLE AND NONEXCHANGEABLE and has no implied warranties.
- SPECIAL ORDER AND CLOSEOUT MERCHANDISE IS NONCANCELLABLE, NONREFUNDABLE AND NONEXCHANGEABLE

Disclaimers:

Steam Planet (Seller) accepts no liability for damages or personal injury caused by Buyer's negligence. Examples for such negligence include, but are not limited to

- 1) Usage of sauna under the influence of alcohol or any other narcotic or intoxication substance;
- 2) Usage of the shower/sauna unit which is not specifically set out in the owner's manual;
- 3) Continued usage of the unit past the 30 minutes period (recommended manufacturer's time limit);
- 4) Removal or modification of any part of the unit with the purpose of excessive steam production;
- 5) Unsupervised usage by underage children (under the age of 18);

- 6) Usage with the following health conditions:
 - a) high blood pressure
 - b) heart disease
 - c) diabetes
 - d) circulatory problems
 - e) pregnancy;
- 7) Usage by a person who is under the care of a physician or is in generally poor health.
All persons strongly encouraged to consult their physician before attempting usage of sauna.

As with all products that produce high heat output, the Seller takes no responsibility for any damage done to unit if the Buyer makes modifications before or after the initial installation. Purchaser is advised to have unit professionally installed.

Liability * Damages:

- 1) Seller is not insurer. No implied warranties. It is understood that Seller is not an insurer. An appropriate insurance, if any shall be obtained by the Buyer.
- 2) Liquidated Damages:
BUYER SPECIFICALLY AGREES THAT IF SELLER IS FOUND LIABLE FOR LOSS, DAMAGE, OR INJURY, ARISING FROM THIS AGREEMENT, SELLER'S LIABILITY SHALL BE LIMITED TO THE PRICE PAID FOR THE SYSTEM AS LIQUIDATED DAMAGES, NO CONSEQUENTIAL, ACCIDENTAL OR PUNITIVE DAMAGES ARE ALLOWED.
- 3) Buyer's Indemnification: in the event any person not a party of this agreement shall make any claim or file a lawsuit against Seller arguing failure of the System or Seller's service in any respect, Buyer shall indemnify, defend, and hold Seller harmless from any and all claims, damages, costs and expenses arising there from, including without limitation, Seller's attorney fees.

Seller specifically makes no Warranty or Guaranty:

The Seller explicitly states that there are no warranties of merchantability or fitness for specific purpose.

Governing Law: This Sales Agreement shall be construed in accordance with and governed by the laws of the State of Ohio.

****Shower panels come with a 1 year warranty**

****Steam Generators come with a 3 year warranty**

****Walk in tubs have same warranty as all SP product but also comes with a **Limited lifetime warranty** on door seal/original owner purchaser and residence only.**

Service, technical, and warranty call 1-866-783-2661 or mail to;

Steam Planet Corp. 22900 Miles road Bedford Heights Ohio, 44128

STEAM PLANET WARRANTY

ONCE YOU RECIEVE YOUR UNIT, YOU MUST HAVE ALL
YOUR CONNECTIONS AND FITTINGS CHECKED AND
TIGHTENED, BEFORE THE FINAL INSTALLATION.

THIS WARRANTY COVERS ALL PARTS FOR 3 YEARS FROM THE
PURCHASE. EXCEPTIONS FROM COVERAGE INCLUDE:
DAMAGES FROM NEGLIGENCE, ABUSE, AND MISUSE.

IF REPAIRS ARE NECESSARY AND YOUR UNIT CAN NOT BE
MOVED FROM ITS CURRENT PLACEMENT AND/OR
COMPONENTS DO NOT HAVE READILY ACCESS, STEAM
PLANET WILL **NOT** BE RESPONSIBLE FOR ANY EXTRA LABOR
COSTS.

NO LABOR IS COVERED BY STEAM PLANET

(Any exceptions to this policy will be determined only by Steam Planet. If the opportunity should present itself, call 1-216-587-6790 to check if Steam Planet could assist with your particular problem)

I, _____, HEARBY CONFIRM THAT I HAVE
READ ALL STEAM PLANET WARRANTY INFORMATION.

Signature _____

Date _____ Purchase Order # _____

**THIS DOCUMENT MUST BE SIGNED AND RETURNED WITHIN 45
DAYS OF RECEIPT OF PURCHASE**

Mail to: Steam Planet
 22900 Miles Rd.
 Bedford Heights, OH 44128

Phone: (216)587-6790