

WASAUNA WARRANTY POLICY

Selected Wasauna Bathroom products, including steam showers, walk-in tubs, and/or jetted tubs, carry warranties of 1 to 5 years, depending on the make and model of such fixture. For purposes of this Warranty Policy, the term "Fixture" is deemed to mean steam shower, walk-in tub, and/or jetted tub. The warranties are manufacturer's warranties, which cover the mechanical and electrical assemblies only of each Fixture (each, a "Warranty"). Wasauna does not provide additional warranties over and above the specific manufacturer warranty for any product.

Costs and expenses related to installation labor are the sole responsibility of the customer, not Wasauna. In order to maintain the Warranty on a Fixture, the customer is required to use the services of a licensed and bonded contractor or plumber (hereinafter referred to as a "Professional") to perform the installation. If a customer chooses to use the services of any person other than a Professional, or if such customer chooses to install the Wasauna Fixture him or herself and such customer is not a Professional, then such Warranty is deemed null and void. If a Professional has any questions prior to installation, Wasauna asks the Professional to contact the Wasauna tech department Monday through Friday 8:30 A.M. to 4:00 P.M. PST (excluding holidays).

If an electrical or mechanical component related to a Fixture fails, and such component is covered under the Warranty, the customer must utilize the services of a Professional to verify the warranty claim. The customer or the customer's Professional must contact Wasauna to obtain the appropriate claim form, which must then be filled out by the Professional and emailed, mailed or faxed to Wasauna for verification. Any costs associated with testing any component prior to filing a Warranty claim is solely the financial responsibility of the customer.

Wasauna maintains a parts department and associated parts stock in Phoenix, AZ. Parts are shipped Monday through Friday, excluding holidays, during regular shipping hours (10:00 A.M. to 3:00 P.M. PST). Standard parts are shipped standard ground. Larger parts are shipped via LTL freight (or via an appropriate carrier or by another appropriate shipping means, in the sole discretion of Wasauna). If the customer chooses to expedite the shipment of an in-stock part, he or she is responsible for the associated variable fee. If a part is on backorder, it will not re-enter stock for 2.5 to 8 weeks. If a backorder part(s) is needed immediately, the customer can request air shipment from our manufacturing facilities, and such customer shall be responsible for variable international shipping rates. Air shipped parts may require 1 to 3 weeks for production.

Wasauna's Warranty policies do not cover superficial fixtures and surfaces. It is the customer's responsibility to inspect a delivered product within 24 hours of receipt. If superficial damage is discovered, Wasauna must be notified in writing by email via support@wasauna.com. Additionally, all damage claims must carry accompanying digital photographic images displaying the said damage. Please refer to Wasauna's Product Return Policy for additional information.