

GENEVAS

Genevas Modular Saunas – Warranty Terms

Effective Date: May 1, 2025

Genevas stands behind the craftsmanship and quality of every modular sauna we build. This warranty reflects our commitment to excellence, durability, and customer satisfaction.

1. Warranty Coverage

Genevas warrants that all modular sauna units are free from manufacturing defects in materials and workmanship under normal residential use for a period of **2 years** from the date of delivery.

This warranty covers:

- Structural integrity of CLT panels
- Sauna benches and seating (Thermoalder)
- Installed systems and equipment, including:
 - Heater
 - Shower set
 - Boiler
 - Ventilation system
 - Electrical systems and LED lighting (dimmable)
 - Shower trays and integrated water systems

2. Warranty Exclusions

This warranty does not cover:

- Damage due to improper installation
- Normal wear and tear (e.g. minor wood warping, cracks or discoloration)
- Damage caused by neglect, misuse, improper maintenance, or environmental impact (e.g. storms, floods, snow load exceeding limits)
- Modifications or repairs not authorized by Genevas
- Third-party products added after delivery

3. Responsibilities and Remedies

If a defect covered by this warranty arises during the warranty period:

- Genevas will, at its discretion, **repair, replace, or refund** the affected component or unit.
- The customer must notify Genevas in writing within 30 days of discovering the defect and provide photographs and a detailed description.
- Any repair work must be carried out by Genevas or an authorized partner unless otherwise agreed in writing.

Shipping and labor costs for warranty claims:

- Covered in full within the first 12 months from delivery.
- From months 13–24, Genevas will provide replacement parts or components free of charge; shipping and labor costs may apply.

4. Transferability

This warranty is **non-transferable** and applies only to the original purchaser and installation site of the sauna.

5. Limitation of Liability

To the fullest extent permitted by law, Genevas shall not be liable for indirect, incidental, or consequential damages. The total liability under this warranty shall not exceed the original purchase price of the sauna.

6. Governing Law

This warranty shall be governed by and construed in accordance with the laws of the Republic of Estonia.

Contact for Claims

To initiate a warranty claim, please contact:

Genevas MKK OÜ

Email: info@genevas.eu

Phone: +372 509 1953

Website: www.genevas.eu