

WARRANTY TERMS AND CONDITIONS

By this document, we guarantee that all products are made of the highest quality raw materials. Our production processes - from the selection of materials to the preparation of products - are controlled by a highly precise quality assurance system.

All tubs and accessories are designed and manufactured in accordance with EU standards, so faultless operation is ensured in accordance with the conditions specified in the EN standards. In addition, we guarantee that all our products are tested at our factory before being delivered to our customers.

The terms of this warranty apply in Europe. Outside Europe they are combined separately. We kindly ask you to read and carefully follow the instructions for use and maintenance that came with your product. Properly installed, maintaining and using the product ensures its durability.

Two (2) years warranty

Based on 1985 July 25 Council Directive 85/374 / EEC on the approximation of the laws, regulations and administrative provisions of the Member States relating to liability for defective products, a buyer who has been sold an item of inappropriate quality has the right to claim the repair of a defective product no later than two years after the purchase of the item. If the buyer finds that the buyer has bought an item of inappropriate quality, the seller has the right to remove the defective goods for free, replace the item of inappropriate quality with a new one, reduce the price accordingly, or the buyer can unilaterally terminate the purchase contract and demand the refund of the price paid.

If you have any complaints about our products, please contact the seller as soon as possible. In compliance with the mandatory Law on the Protection of Consumer Rights, we will determine the level of non-conformity of the product with the help of the commission and will correct the production and material defects found within two (2) years. The warranty is valid for two (2) years from the date of purchase. Faults due to the normal wearing of the product, incorrect installation, misuse or use and failure to observe the instructions for maintenance are inseparable.

The guarantee applies to the functional components of the following tubes for private household use: ovens, tubs for wood, plastic or glass fiber inserts, connecting hoses.

Warranty is calculated from the date of purchase of the product. The manufacturer submits a new piece instead of a broken one. This warranty does not cover any additional costs. All expenses for repair works, transportation, etc. falls on the consumer.

Notification about damage

These warranties apply only to faults that are reported to the manufacturer or seller within a reasonable time (usually within 14 days) of the date of the failure. At the same time, the customer must indicate when the product was purchased. Immediately send pictures and video material that would allow us to understand, evaluate the level of product discrepancy or malfunction. Assessing the current state and customer's complaint with the manufacturer or his representative must be agreed:

- method of repair;
- decide who will carry out repairs;
- agreed upon reimbursement of incurred expenses not directly related to the repair of the product (i.e. transportation of the item, etc.)

Warranty restrictions

The above warranties do not apply to faults due to incorrect assembly, incorrect installation, cleaning (scrubbing or using strong cleansing), misuse or neglect.

The warranty does not apply if the damage occurred due to the use of solid water, chemicals or salts, non-care throughout the year when using solid water or dirt (garbage, lime, chemicals, etc.).

Wooden tubs require special attention during all seasons - see the instructions for use.

Hot tubs and other metal parts should not come in contact with solid, chlorinated or other chemicals affected by water. In this case, the defects in the metal components are not covered by the warranty.