

Lifetime Warranty

1Love Health LIFETIME Warranty

1Love Health stands behind the quality and durability of our products. We are proud to offer a LIFETIME WARRANTY on our Sauna Domes for residential use, setting the standard as the industry leader. You will also always have full LIFETIME SUPPORT for commercial and residential use.

Terms and Conditions:

Eligibility:

Warranty coverage is provided exclusively to the original purchaser of the product and is non-transferable.

To activate warranty coverage, the product must be registered online within 30 days of purchase.

Coverage Period:

Residential Use:

First 12 Months: Replacement parts for manufacturer defects are provided free of charge, including shipping costs.

After 12 Months: Manufacturer defects remain fully covered; however, the customer is responsible for the cost of shipping replacement parts.

Coverage is valid for the lifetime of the product, as defined by its reasonable life expectancy.

Residential Use: Coverage is valid for the product's reasonable life expectancy, defined as its lifetime under normal use and maintenance.

Commercial Use:

First 12 Months: Replacement parts for manufacturer defects are provided free of charge, including shipping costs.

After 12 Months: Manufacturer defects remain fully covered; however, the customer is responsible for the cost of shipping replacement parts.

Full Warranty Coverage is limited to 3 years from the date of purchase. After this time 1Love will replace or repair parts for a highly discounted rate.

What is Covered:

Manufacturer defects in materials and workmanship under normal use and maintenance.

What is Not Covered:

Normal Wear and Tear: Gradual deterioration resulting from regular use.

Improper Installation or Maintenance: Damage due to incorrect setup or lack of routine care.

Unauthorized Modifications or Repairs: Issues arising from alterations or repairs not performed or approved by 1Love Health.

Accidental Damage: Harm caused by unforeseen events such as drops, spills, or impacts.

Environmental Factors: Damage resulting from exposure to extreme temperatures, moisture, humidity, or other environmental conditions.

Cosmetic Damage: Scratches, dents, discoloration, or other aesthetic imperfections that do not affect functionality.

Use of Non-Genuine Parts: Problems caused by the use of parts not manufactured or recommended by 1Love Health.

Acts of Nature: Damage resulting from natural disasters, including but not limited to floods, fires, or earthquakes.

Commercial Use: Any product used in a commercial setting beyond the specified 3-year warranty period.

Abuse or Misuse: Damage caused by using the product outside its intended purpose or specifications.

Claims Process:

To file a warranty claim, customers must contact 1Love Health by:

Visit our Customer Portal: 1lovehealth.com/pages/customer-portal

Email: support@1LoveHealth.com

Phone: 541-527-7178

Claims must include:

A detailed description of the issue.

A video demonstrating the defect.

A clear photo of the manufacture date located on the back of the control box.

For warranty-covered parts, customers are generally not required to return defective items unless explicitly requested by 1Love Health. If required, shipping on returned items will always be covered by 1Love.

Shipping Details:

For replacement parts provided after the first 12 months, customers are responsible for shipping costs.

1Love Health will select the carrier based on the best available rates and arrange shipment to the customer.

Repair or Replacement:

At 1Love Health's discretion, defective products or parts may be repaired or replaced with new or refurbished items.

Limitations:

This warranty is provided in lieu of all other warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose, which are disclaimed to the extent permitted by applicable law.

Liability under this warranty is limited to repair or replacement of defective parts as outlined above. 1Love Health shall not be liable for indirect, incidental, or consequential damages.

State-Specific Rights:

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to all purchasers. This warranty gives you specific legal rights; you may also have other rights that vary by state.

Contact Information: 1Love Health, Corvallis, OR 97330 Phone: 541-527-7178 Email: support@1LoveHealth.com

By purchasing and registering your 1Love Health sauna dome, you agree to the terms and conditions of this warranty policy.

<https://1lovehealth.com/pages/lifetime-warranty>