

S+M

RECOVERY

# Warranty Policy



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# Warranty Policy

## S+M Recovery Comprehensive Warranty Policy

### 1. Overview

At S+M Recovery, we stand by the quality of our products and are committed to providing the best service to our customers. This Warranty Policy outlines the terms and conditions under which we offer warranty coverage for our products.

### 2. Warranty Coverage

#### 2.1 Scope of Coverage

Our warranty covers defects in materials and workmanship under normal use and service conditions. The warranty applies only to the original purchaser and is non-transferable.

#### 2.2 Products Covered

This warranty applies to all products sold by S+M Recovery, unless specified otherwise in the product documentation or description. Certain products may have specific warranty terms outlined separately; please refer to the product details for more information.

#### 2.3 Duration of Coverage

The duration of the warranty period varies by product. The standard warranty period is 24 months from the date of purchase, delivery, or installation, whichever is later, unless otherwise stated. For custom or special-order products, the warranty period may differ; details will be provided at the time of purchase.

### 3. What is Covered

#### 3.1 Defects in Manufacturing

The warranty covers any defects in materials and workmanship that may occur during the manufacturing process.

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## 3.2 Replacement Parts and Repairs

S+M Recovery will provide replacement parts or repairs for products that exhibit covered defects during the warranty period. If a replacement part or repair is not feasible, S+M Recovery may, at its discretion, offer a replacement product or a refund based on the original purchase price.

## 4. What is Not Covered

### 4.1 Exclusions

The warranty does not cover damage or defects resulting from misuse, abuse, neglect, improper installation, or failure to follow the product's instructions. Normal wear and tear, including scratches, dents, and other cosmetic damage, are not covered. Modifications, repairs, or alterations made to the product by unauthorized personnel void the warranty. The warranty does not cover any damage caused by external factors such as fire, flood, or other acts of nature.

### 4.2 Consumable Parts

Consumable parts, such as batteries, filters, or other items expected to degrade over time, are not covered under this warranty unless found to be defective upon delivery.

### 4.3 Professional Installation Requirement

To maintain the validity of your warranty, all product installations must be carried out by licensed professionals. Failure to comply with this requirement may void the warranty. Unauthorized or improper installation not only risks voiding your warranty but can also lead to additional damage or safety concerns.

### 4.4 Force Majeure

#### 4.4.1 Scope of Force Majeure

S+M Recovery shall not be liable for any failure or delay in performing its obligations under this warrant policy if such failure or delay is due to circumstances beyond its reasonable control. This includes, but is not

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limited to, acts of God, natural disasters, fires, floods, pandemics, governmental actions, war, terrorism, labor strikes, transportation delays, or supply chain disruptions.

## 4.4.2 Conditions of Force Majeure

In the event that S+M Recovery is unable to fulfill its warranty obligations due to a Force Majeure event, the company will notify the customer as soon as reasonably possible. The company's obligations under the warranty will be suspended for the duration of the Force Majeure event.

## 4.4.3 Limitation of Liability

If a Force Majeure event extends for a period of more than three (3) months, either party may terminate the warranty agreement, and S+M Recovery's liability will be limited to the portion of the warranty period that was not affected by the Force Majeure event. No compensation or damages shall be payable as a result of such suspension or termination.

## 5. Installation Requirements

To ensure your warranty remains valid and to comply with safety standards, traditional models must be installed by licensed electricians in accordance with the AS/NZS 3000:2018 Wiring Rules, which are the national standard for electrical installations.

## 6. Proof of Installation

### 6.1 Documentation Required

You must provide documented proof that the installation was carried out by a licensed electrician. This documentation should include:

- The electrician's valid license number.
- The name and contact details of the electrician or the company they represent.
- The date of installation.

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## 6.2 Receipt of Compliance

Compliance with AS/NZS 3000:2018: Alongside the proof of installation, a receipt of compliance is necessary. This receipt must certify that the installation meets all relevant safety and operational standards as stipulated by the AS/NZS 3000:2018 standards and any subsequent amendments, including those from AS/NZS 61439 for switchboard assemblies. The compliance receipt should include:

- A detailed description of the work performed.
- Confirmation that the installation adheres to local electrical codes and regulations.

## 7. Consequences of Non-Compliance

Failure to provide the required proof of installation and compliance receipt that adheres to the AS/NZS 3000:2018 standards will result in the voiding of your warranty. This means that any defects or issues that arise from improper installation will not be covered, and you will be responsible for any repair or replacement costs.

## 8. Basic Maintenance Requirements

To keep your warranty valid, regular maintenance is required for both cold plunge units and saunas.

### 8.1 Cold Plunge Units

- **Strainer Filter:** Clean regularly to ensure optimal water flow.
- **Cartridge Filter:** Inspect and maintain as needed to prevent clogs.
- **Chiller Ventilation:** Ensure proper ventilation space around the chiller to avoid overheating.

### 8.2 Saunas

- **Wood Surfaces:** Wipe down regularly to prevent buildup of dirt and sweat.
- **Heating Elements:** Inspect periodically to ensure proper functioning.
- **Ventilation:** Ensure vents are clear to maintain air circulation.
- **Electrical Components:** Check for any signs of wear or damage.

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## 9. Making a Claim

To make a warranty claim, please follow these steps:

Contact Us: Reach out to our customer service team at [sales@smrecovery.com.au](mailto:sales@smrecovery.com.au) with your purchase details and a description of the issue.

- 1. Provide Documentation:** Submit proof of purchase and, if applicable, proof of installation by a licensed electrician.
- 2. Assessment:** We may require photos or an inspection to assess the problem.
- 3. Resolution:** If the issue is covered by the warranty, we will repair or replace the defective part at no cost to you. If the problem is not due to a manufacturing defect, you will be responsible for all costs incurred.

## 10. Replacement Policy

Any replacement product assumes the remaining warranty of the original product, or ninety (90) days from the date of replacement, whichever is longer. We reserve the right to replace any discontinued product with a new product of comparable value and function.

## 11. Extended Warranty Options

We offer extended warranty options to provide you with additional peace of mind. Our extended warranty plans cover the same components and conditions as our standard warranty but for a longer period.

Extended Warranty Plans:

- **3-Year Extended Warranty:** Extends the standard warranty by an additional 12 months.
- **5-Year Extended Warranty:** Extends the standard warranty by an additional 36 months.

To purchase an extended warranty, please contact our customer service team within 30 days of your original purchase.

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## 12. Additional Support

Even beyond the warranty period, S+M Recovery is here to help. We offer affordable maintenance and repair services to ensure your wellness equipment continues to perform at its best.

## 12. Additional Support

Your satisfaction is our priority. If you have any questions or concerns, please don't hesitate to contact us. We're committed to providing the best support possible.

## 14. Legal Considerations

This warranty is provided in addition to the statutory rights you have under Australian Consumer Law, which may include remedies for faulty goods, including the right to a refund, repair, or replacement under certain conditions. S+M Recovery's liability is limited to the repair, replacement, or refund of the product as outlined in this policy. S+M Recovery is not responsible for any indirect, incidental, or consequential damages arising from the use of our products.