

### **Cancellation and Return Policy**

Buyer may cancel and return the goods to Seller, subject to the terms and conditions of this policy. Buyer shall assume all risk of loss associated with the return as well as shipping, handling, restocking and other fees, costs and expenses as described in this policy. Orders must be cancelled within 24 hours of purchase and all returns must be processed within 30 days of delivery.

Seller reserves the right to refuse to refund any deposit or payment, or cancel any payment due, and any owing until such time as Seller a) is in receipt of the goods b) has inspected the goods and c) in the Sellers discretion, has found the goods to be free of damage. All refunds will be provided within 5 business days once the product has been returned to the warehouse and inspected for damage.

All returned goods must be in their original packaging. Seller may refuse to refund all or any portion of any payment, or cancel payment due and owing if the Buyer fails to fully comply with or violates the terms and conditions of this policy.

### **Shipping, Handling and Restocking Fees**

All cancelled orders and/or returned goods shall be subject to the following: a) storage fees and costs associated with routing the goods; b) handling and restocking fee of 20% of the total purchase for each sauna; c) all shipping costs to and from the Seller, and; d) a return merchandise authorization (RMA) number provided by Seller. Buyer's failure to obtain the RMA number shall result in Seller not accepting any returned shipment and Buyer paying all costs and fees. All such costs and fees as determined by Seller shall be paid by Buyer to Seller upon demand by Seller

### **Fee Chart:**

- 1) **New. Must be original packaging. Never opened.**
  - a. **Original outbound charge (Flat rate shipping on price sheet).**
  - b. **Return inbound charge (120% of outbound amount).**
- 2) **New. Must be original packaging. Opened, assembled, never used.**
  - a. **Original outbound charge (Flat rate shipping on price sheet).**
  - b. **Return inbound charge (120% of outbound amount).**
  - c. **20% restocking fee.**
- 3) **Opened, assembled, and used.**
  - a. **No return accepted.**

**Additional Shipping Charges:**

- 1) **Change of address charge:**
  - a. **Same city and freight terminal (\$85.00)**
  - b. **Different city and different freight terminal (\$150.00 and up)**
- 2) **Redelivery charge:**
  - a. **\$95.00 for 2<sup>nd</sup> attempt**
  - b. **\$150.00 for 3<sup>rd</sup> attempt**
- 3) **Storage charge:**
  - a. **\$125.00 per day, after the 3<sup>rd</sup> day at the destination terminal.**