

# Warranty Policy for All-in-One Models

Dear Client,

Thank you for choosing our all-in-one cold plunge models. We truly appreciate your trust in our products. As a manufacturer and wholesaler, our pricing is set competitively low, and our warranty service is structured accordingly. Please carefully review the warranty terms below:

## Warranty Coverage

### 1. Chiller & Accessories

- Warranty Period: 1 year
- Scope: Non-human-caused damage to the chiller system and its accessories (e.g., compressor, heat exchanger, pump, controller, screen, fan).
- Service Method: We provide spare parts free of charge and detailed guidance (videos, documents) to support replacement and repair.

### 2. Tub (Acrylic/Body)

- Warranty Period: 3 years
- Scope: Non-human-caused damage to the tub body (cracks, material defects, leakage at joints).
- Service Method: Depending on the issue, we provide repair instructions or compensation solutions.

## Warranty Procedure

### Step 1: Evidence Collection

Customers must describe the issue and provide photos/videos for our technical team to evaluate.

### Step 2: If the issue can be repaired locally

- We will send the necessary spare parts free of charge (shipping by courier such as UPS/FedEx/DHL).
- Repair guidance will be provided (video or written instructions).

### Step 3: If the issue cannot be repaired locally

#### Option A – No local after-sales service center available

- For serious issues (e.g., heat exchanger, compressor), we may send a replacement unit by sea.
- The failed unit should be kept by the customer. Once accumulated to a certain quantity (e.g., 30 pcs), our engineers may arrange on-site repair.

#### Option B – Local after-sales service center available

- The defective machine should be returned to our authorized after-service center.
- The return shipping cost is borne by the customer.
- We will provide free repair.
- Once repaired and tested, the machine will be shipped back to the customer, with the return shipping cost covered by us.

## **Important Notes**

- As a wholesaler, our after-sales service is different from a local retailer/reseller.
- We cannot provide unconditional refunds or replacements for individual units. Service is focused on technical support, spare parts supply, and guidance.
- For customers purchasing for personal use, please carefully consider that our warranty structure is based on wholesale supply, not retail after-sales expectations.

Date: 2025-01-01