

BLIZZ is a registered trademark licensed to Mr. Manish Luthra (owner of Ishan Enterprise, a manufacturing company based in Ahmedabad Gujarat. All warranty obligations are to be fulfilled by Ishan Enterprise.

Product Warranty Home use	Product Warranty Commercial use
<ul style="list-style-type: none"> • Limited Five-year replacement Warranty for defective Heater Panels for Personal or home use. • Limited Five-year replacement Warranty on Electronic Control System components for Personal or home use. • Limited Two-year replacement Warranty on Cabinetry for MAJOR deformations or breakage due to manufacturer defects. • One-year limited replacement Warranty on Bluetooth speaker. • One-year limited replacement Warranty on lighting systems components. • Any damage to the unit due to termites/fire/natural calamities/water leakage/ premise electrical faults or any such is not covered in the warranty. 	<ul style="list-style-type: none"> • Limited Two-year replacement Warranty for defective Heater Panels for commercial. • Limited Two-year replacement Warranty on Electronic Control System components for commercial use. • Limited Two-year replacement Warranty on Cabinetry for MAJOR deformations or breakage due to manufacturer defects. • One-year limited replacement Warranty on Bluetooth speaker. • One-year limited replacement Warranty on lighting systems components. • Any damage to the unit due to termites/fire/natural calamities/water leakage/ premise electrical faults or any such is not covered in the warranty.

Repairs of parts within the warranty period

- At the discretion of Ishan Enterprise, parts claimed to be defective within the warranty period may be requested to ship with freight prepaid by the purchaser to Ishan Enterprise.
- Within the warranty period, defective parts will be repaired or replaced and returned to the purchaser with freight prepaid Ishan Enterprise and replacement of spares will be done with help of local electrician provided by the purchaser.

Replacement of Parts within the warranty period

- Ishan Enterprise warrants its products to be free of manufacturer's defects in materials and workmanship.
- Parts, which become defective within the warranty periods will be replaced or repaired by Ishan Enterprise except for damage due to negligence, abuse, misuse, misapplication, unauthorized modifications or Improper reinstallation.

Shipping Policy

- Our objective is to streamline your journey in purchasing an infrared sauna, making it effortless, efficient, and enlightening.
- We solemnly pledge to guarantee your absolute satisfaction. Although instances of shipping damage claims are very rare, they may occur. In the unfortunate event of shipping damage, we stand ready to promptly replace or rectify the damage without any undue delay.

Visible Loss or Damage

Any evident loss or damage incurred during the transportation process is categorised as visible loss or damage. It is imperative to acknowledge and document such occurrences on the delivery receipt, a task that should be carried out in collaboration with the carrier's representative (driver) who must affix their signature to the record.

Concealed Loss or Damage

Any damage incurred during transit, not immediately apparent upon delivery, falls under the category of concealed loss or damage. The rough handling of packages during transportation may cause harm to the contents without visibly affecting the boxes. In such instances, it is crucial to promptly get in touch with us for guidance on how to proceed with the claim. If a claim is necessary, it is vital to retain the packaging in which the damaged items were originally delivered.

To address concealed damage effectively, it is mandatory to open all received boxes and inspect the products within five business days of delivery. Understandably, the driver may not be able to wait during this process. If such is the case, kindly make a note on the delivery receipt stating "Possible Concealed Damage" for reference.

Receiving Your Shipment

When receiving your delivery, it is vital to adhere to the following guidelines:

- Your shipment will comprise several individual boxes, necessitating separation for unloading. The sauna will be dispatched with door delivery service, complete with a pre-scheduled delivery appointment. The driver will facilitate the unloading of your sauna from the truck till your block gate at ground floor only.
- Thoroughly inspect the shipment for any visible damage to the containers. Should the boxes exhibit signs of denting, crushing, scratching, puncturing, or cutting, it is imperative to annotate these issues on the bill of lading. In cases where potential damage is suspected, consider opening the box to mark the actual damage on the bill of lading, providing specific details.
- Notably, boxes that have been dropped may not manifest overt external damage. To ensure the contents are free from concealed harm, it might be prudent to open these specific boxes before the driver departs. In situations where the driver is unwilling to wait for this process, make a note on the delivery receipt stating "Possible Concealed Damage." It is essential to



promptly open the boxes within five days of delivery to conduct a thorough inspection for any potential damage.

Refusing a Freight Shipment and Freight Carrier Fees

If the shipment arrives damaged and is rendered unusable, it might become necessary to decline either a portion or the entirety of the order. Before taking any such action, please contact the Blizz Infrared Sauna support team at 98250 38480

Labour Costs

- Ishan Enterprise will not be responsible for Labour Costs for general maintenance of the product.
- Ishan Enterprise will not be responsible for Labour Costs for the removal and re-Installation of defective parts.

Non-Transferable

- This warranty is extended only to the original purchaser and is terminated upon transfer of ownership. This warranty shall not apply to any claims arising from the misuse, neglect, accident, abuse, Improper Installation, including but not limited to exposure to fire or to excessive heat, and other hazards of nature.
- Under no circumstances will Ishan Enterprise be liable for any special or consequential damages arising from the use of the product, components, and the parts attached, or installed with it. Nor will Ishan enterprise be liable for injury to any person or any claims for damages arising from the use, installation or servicing of the product.

Jurisdictional Provision

- Any disputes to be settled under Ahmedabad Jurisdiction. By accepting this warranty, the purchasers subject themselves to the Ahmedabad Jurisdiction and agree that place of suit shall be In Ahmedabad, Gujarat.
- Ishan Enterprise products are intended for indoor use only. Warranty is voided if product is placed in an outdoor open environment.
- No liability shall accrue to Ishan Enterprise except as set forth herein.