

Eden Hut – Warranty & Terms

Standard Warranty

Unless specifically stated in your product description, invoice, or order confirmation, no warranty is offered or implied on wooden products, parts, or components due to the natural characteristics of timber. Wood is a living, natural material. Variations such as small cracks, knots, colour differences, shape changes, or visible screws are normal and expected. Painted finishes may also absorb differently across timber surfaces, creating slight shade variations. These are not considered defects and are not covered under warranty.

Wooden Hot Tubs

- Fully wooden tubs must be filled with water within 7 days of delivery to prevent excessive shrinkage.
- The tub should remain filled with water at all times.
- New tubs may leak initially. Spruce tubs usually seal within 7 days, while larch can take up to 10 days.
- Do not apply wood treatments to the inside of tubs. This prevents natural swelling and may cause permanent leaks.
- Only wood should be used as fuel. Coal or other alternatives can cause excessive heat and damage the heater.

Heaters & Stainless Steel

- Heaters are brand new, with stones packed separately. Stones must be installed by the client according to the provided instructions.
- Stainless Steel Grades:
 - 430: Standard grade, suitable for untreated water. Not resistant to chlorine, bromine, or salt. No warranty applies if corrosion occurs due to chemical use.
 - 304: Non-magnetic, offers greater resistance but still not ideal for treated water.
 - 316: Premium grade with the highest corrosion resistance. Suitable for chlorine, bromine, and salt water. Recommended if water treatment will be used.

Sauna & Hot Tub Care

- Saunas must be placed on a completely level and stable surface. Uneven ground can affect the frame and door alignment; this is a natural effect of wood movement and is not covered by warranty.
- Timber will naturally expand and contract with humidity and temperature changes. Splits, cracks, knots, or minor warping are normal and do not affect functionality.
- Adequate ventilation must be maintained to avoid mould. This remains the client's responsibility.
- Saunas delivered mounted on a trailer, or delivered in a lorry, will have their chimneys removed for delivery safety purposes. The installation is very simple, and full guidance will be provided.

Cosmetic Issues

Cosmetic concerns (such as cladding panels, paint retouching, or screw alignment) that do not affect functionality may take up to 12 weeks to resolve. Timelines depend on staff availability, client location, and sourcing of parts.

Packaging & Delivery

- All packaging (including staples, wooden supports, and wrapping) must be removed and disposed of by the client.
- Delivery is kerbside only. Eden Hut does not accept liability for any damage caused during

positioning after offloading.

Payments

- Full payment must be received before goods are unloaded.
- Goods remain the property of Eden Hut until full payment is received.
- Eden Hut reserves the right to collect goods if payment is not completed.

Repairs & Warranty Service

- Repairs or replacements under warranty do not extend or restart the original warranty period.
- If replacement parts are supplied, the client is responsible for arranging installation unless otherwise agreed in writing.
- Any modifications, unauthorised repairs, or misuse of the product will void the warranty.

Lead Times

Lead times are approximate and may be affected by supply chain delays or other factors outside our control.

Order Cancellation by Eden Hut

In rare and unforeseen circumstances, Eden Hut reserves the right to cancel an order. Should this occur, the client will receive a full refund of any payments made.

Last updated: November 2024