

HWX PARTS LIMITED WARRANTY

This limited warranty ("Warranty") is provided by HWX, LLC ("HWX") to the original purchaser ("Customer") of Thunder Row parts and HOTWORX Infrared Sauna parts ("Parts") purchased through The HOTWORX Wholesale Website. This Warranty is effective for a period of 60 days from the date of purchase.

Warranty Coverage:

1. HWX warrants that during the Warranty period, the Parts shall be free from defects in materials and workmanship under normal use and service.

Warranty Benefits:

2. If a defect covered under this Warranty occurs within the Warranty period, HWX will, at its sole discretion, repair or replace the defective Part(s) free of charge. HWX reserves the right to use new or refurbished parts or components when repairing or replacing the defective Parts.

Warranty Conditions:

3. This Warranty is subject to the following conditions:
 - The Warranty period commences on the date of purchase as indicated on the invoice or receipt provided by HWX.
 - The Customer must provide proof of purchase from the Company's wholesale website to be eligible for warranty service.
 - This Warranty is limited to the original purchaser and is non-transferable.
 - This Warranty does not cover defects or damages resulting from misuse, abuse, negligence, accidents, improper installation, unauthorized repairs or modifications, normal wear and tear, or use of the Parts contrary to the Company's instructions and guidelines.
 - This Warranty does not cover cosmetic damage or aesthetic changes that do not impact the functionality or performance of the Parts.
 - The Company reserves the right to examine and evaluate the defective Part(s) before determining the appropriate remedy under this Warranty.

Obtaining Warranty Service:

4. To initiate a warranty claim, the Customer must contact the Company's customer service department within the Warranty period. The Customer may be required to provide relevant information and evidence to support the claim, including but not limited to photographs or videos demonstrating the defect or issue with the Parts.
To request warranty service, please contact our customer service team through our customer support platform. Our representatives will guide you through the warranty process and provide you with further instructions.

Exclusions and Limitations:

- This Warranty is the sole and exclusive remedy for defective Parts and shall not extend to any other damages, including but not limited to incidental, consequential, or punitive damages arising from the use or inability to use the Parts.
- The Company shall not be liable for any third-party components, accessories, or modifications that are not manufactured or supplied by HWX.
- This Warranty is applicable only to Parts purchased directly through HOTWORX's wholesale website and does not cover products obtained from unauthorized resellers or distributors.

Please retain your proof of purchase and this Warranty document for future reference. By purchasing the Parts, the Customer acknowledges that they have read, understood, and agreed to the terms and conditions of this Warranty. For any questions or concerns regarding this Warranty, please contact our customer service department.