

Terms and Conditions of Sale and Use - Automated Ice Baths

Welcome to Renesis and thank you for choosing our automated ice baths ("Product(s)"). These Terms and Conditions ("Terms") form an agreement between you ("Customer," "User," or "You") and K2022843440 (Pty) Ltd, trading as Renesis ("Company," "We," or "Us"). By purchasing or using our Products, you accept these Terms in full. Please read them carefully before proceeding.

1. Product Use and Safety

- **General Use:** Follow all operating instructions and safety guidelines outlined in the Product's YouTube Videos to ensure safe and proper use. This will be e-mailed to you upon purchase.
- **Health and Safety:** It is your responsibility to consider any personal health conditions or limitations before use. Consult with a healthcare professional if you have concerns regarding your suitability for ice bath usage.
- **Supervision Requirements:** Individuals under 18 years of age should only use the Product under adult supervision.
- **Medical Conditions:** Confirm with your healthcare provider that you have no medical conditions that could be aggravated by ice bath exposure.
- **Cooling Performance for Outdoor Use:** Note that the cooling performance of the ice bath may be affected by outdoor placement. Exposure to direct sunlight and ambient temperatures may impact the unit's ability to reach or maintain the lowest set temperature of 1°C. Optimal performance is best achieved in shaded or covered areas, especially in warmer climates.

2. Product Purchase and Delivery

- **Eligibility to Purchase:** By ordering, you confirm you are at least 18 years old or have parental or guardian consent.
- **Order Acceptance:** We reserve the right to refuse or cancel any order at our discretion. In the event of cancellation, a full refund will be issued.
- **Pricing and Availability:** Product prices, specifications, and availability are subject to change without notice. We cannot guarantee ongoing availability.
- **Shipping Information:** You are responsible for providing accurate delivery details. We are not liable for delays or non-delivery due to inaccurate or incomplete shipping information.

3. Payment Terms

- **Deposit Requirement (Premium & Classic):** A 60% deposit secures your order. The remaining 40% is due upon completion, payable one week prior to delivery, unless otherwise agreed in writing.
- **Deposit Requirement (Streamline):** A 70% deposit secures your order. The remaining 30% is due upon completion, payable one week prior to delivery, unless otherwise agreed in writing.

4. Cancellation Policy

- **Cancellation Fee:** A 20% fee, based on the full sales price, applies to any cancellation made by the Customer after an order has been placed. Refunds may take up to 60 days to process.

5. Returns and Refunds

- **Return Requests:** All return requests must be made within seven (7) days of the delivery date. Unauthorized returns may not be accepted, and you may be responsible for any associated costs.
- **Return Shipping Costs:** Customers are responsible for arranging and covering return shipping fees. Renesis can provide guidance on preferred shipping methods and carriers.

- **Condition of Returns:** Returned Products must be in new condition, with no visible damage or excessive wear. Any observed damage upon collection will be deducted from the refunded amount.
- **Return Exclusions:** Custom-made Products, or Products made specifically for an order, are non-returnable.
- **International Returns:** All international return shipping costs, including customs duties and taxes, are borne by the Customer or will be deducted from any refund amount.
- **Inspection and Refund Processing:** Products are inspected upon collection; any noted damages will reduce the refunded amount. Refunds may take up to 60 days to process.

6. Warranty Terms

- **Coverage Period:** Each automated ice bath sold by Renesis is covered by a limited warranty for 1.5 years from the date of delivery.
- **Scope of Warranty:** This warranty covers defects in materials and workmanship under normal use and maintenance. Components covered include the compressor, pump, filter, and ozone generator, but excludes items such as O-rings and filter cartridges.
- **Exclusions:** The warranty does not cover misuse, unauthorized modifications, accidental damage, or defects not directly attributable to manufacturing.
- **Warranty Claims:** Renesis, at its discretion, may repair or replace a defective part or Product. All repairs must be performed by Renesis-approved agents.

Wood Disclaimer and Warranty Limitations

- **Natural Variations:** Wood is a natural material subject to variations in colour, grain, and texture. Knots, splits, and surface cracks are inherent characteristics and not considered defects.
- **Outdoor Use:** Outdoor exposure, especially under direct sunlight or water contact, may lead to wood fading, warping, and discoloration, which are not covered by warranty.
- **Protection Requirements:** Use a Renesis outdoor weatherproof cover when placing the Product outdoors. Failure to do so voids the wood warranty.
- **Customer Responsibility:** Regular cleaning and appropriate wood treatments for outdoor use are recommended to extend wood longevity.

7. Warranty Limitations and Exclusions

- **Neglect or Abuse:** Warranty is void if Renesis determines misuse, neglect, or alteration of the Product.
- **Residential vs. Commercial Use:** Residential models are not warranted for commercial or high-volume usage.
- **Repair Limitations:** Repairs by non-approved agents will void the warranty. Components repaired or replaced under warranty will retain coverage only for the remainder of the original warranty period.
- **Incidental Damage:** Renesis is not responsible for any incidental damages after delivery, including injuries or losses from any covered defects.

8. Liability Limitations for Safety Risks

- **Drowning Hazard:** This Product poses a potential drowning risk. It is the Customer's responsibility to ensure proper use, including supervising children and pets and securing the Product when not in use.
- **Safety Precautions:** The Customer assumes all risk related to Product use and agrees to hold Renesis harmless for any injury or fatality associated with drowning, as well as any non-compliance with local safety regulations.

9. Electrical Safety and Liability

K2022843440 (Pty) Ltd (Trading as: "Renesis")

Reg No.: 2022/843440/07

VAT No.: 4420314702

Tax No.: 9265608258

Address: 5 Desmond Street, Sandton, Gauteng, 2196

- **Installation Requirements:** It is the Customer's responsibility to ensure the Product is installed on a dedicated electrical circuit, properly grounded, and protected by a residual current device (RCD) or ground fault circuit interrupter (GFCI).
- **Electrical Safety Standards:** Renesis is not liable for injury, damage, or malfunctions caused by improper installation, inadequate wiring, or failure to meet local electrical safety standards.
- **Warranty Exclusions for Electrical Components:** Damages from power surges, incorrect voltage, or use of improper components (e.g., extension cords) are not covered under warranty. Tampering with electrical components voids the warranty.

10. Intellectual Property

- All intellectual property rights, including trademarks, copyrights, patents, and trade secrets, associated with the Product, are owned exclusively by Renesis and are protected by applicable laws.

11. Limitation of Liability

- **Extent of Liability:** To the maximum extent permitted by law, Renesis is not liable for indirect, incidental, or punitive damages related to Product use. Our total liability, if any, shall not exceed the amount paid by you for the Product.

12. Governing Law and Jurisdiction

- These Terms are governed by the laws of South Africa. Any disputes arising from these Terms shall be resolved under South African jurisdiction.

Thank you for choosing Renesis. If you have any questions or concerns about these Terms, please contact Ricky at rickyd@renesis.co.za