

ANALYSIS of WARRANTY & RETURN POLICIES in
the COLD PLUNGE EQUIPMENT INDUSTRY's HIGH-END SEGMENT, 2025

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Analysis Of Warranty & Return Policies in the High-end Cold Plunge Equipment Industry, 2025

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ABSTRACT

Since publication of our 2024 analysis of warranty practice in the high-end cold plunge equipment industry, demand growth has cooled and two major manufacturers have exited the market in bankruptcy—partly because they underestimated warranty and service liabilities. In keeping with increased competition, prices have come down. Nonetheless, new ventures for supplying cold plunge equipment continue to emerge. There are still no performance standards, self-regulatory bodies, and few mechanisms by which consumers can vet deceptive marketing claims or protect themselves against irresponsible business practices. This updated 2025 analysis examines two common complaints within the high-end cold plunge industry:

1. advertised warranty coverage vs fine print, and
2. return & refund policy.

Our findings corroborate customer anecdotes and online reviews that depict the cold plunge equipment industry as rife with deceptive marketing claims and exploitive business practices, including advertising products in use cases for which they are not warrantied, excessive limitations and exclusions, overstatements of the duration of warranties, and charging exorbitant order cancellation or restocking fees that may cause consumers to feel trapped in transactions they would otherwise exit.

Introduction

Complaints regarding marketing claims, customer service, warranty, and refund policies in the cold plunge and ice bath equipment industry in the United States are commonplace on online forums, such as Reddit. These reports included complaints about defective components, the voiding of warranties under seemingly normal use, warranty durations not-as-advertised, unexpected limitations and exclusions on repairs and returns, and excessive limitations and exclusions. Throughout the industry, the deceptive marketing claims and misleading warranty policies posted on vendor websites result in broken promises and underperformance. Additionally, customers have reported to Morozko staff that the bankruptcies of Odin Cold Plunge (Australia) and Edge Theory (United States) have resulted in lost deposits and a lack of warranty or service support. To build trust, normalize expectations, and inform consumer choice, there is an acute need for reliable information regarding the warranty and return policies extant in the high-end cold plunge equipment manufacturing industry. This analysis provides that information. Excluded are the myriad of inexpensive, interchangeable plastic or inflatable containers on the market which include no refrigeration or water filtration. Also excluded are modified stock tanks, chest freezers and other “DIY” cold plunge solutions. We chose to focus on high-end products that require some degree of technological sophistication which demand greater customer support. These are sold at a higher price point and, thus, represent a more significant investment for the customer. The companies included in this analysis are, in alphabetical order:

- Blue Cube
- Brass Monkey
- Chilly GOAT
- Morozko Forge
- Plunge
- Polar Monkeys
- Regen Total Wellness
- Renu Therapy
- Sun Home Saunas

A Note on Warranties

What are warranties?

Warranties give customers peace of mind that a manufacturer will bear the expense of a product that fails to function as advertised. Perhaps more importantly, the warranty offered by the manufacturer signals how confident the seller is in the quality and performance of their products. A short, limited warranty communicates low confidence in quality, longer, more comprehensive warranty reassures the customer that the product is high quality and reliability.

Discrepancies between advertised headline warranties and fine print exclusions are deceptive and create mistrust—but only after the discrepancy is discovered by a customer who is refused service on the grounds of a hidden exclusion. Ideally, these exclusions would be visible *before* the transaction is completed. Too often, sellers are motivated to obscure their exclusions to trick customers into closing a sale in the hope that maybe no future warranty service will be required or requested.

Warranties are not always expected to be all-inclusive. Some limitations and/or exclusions can be customary and reasonable. For example, filter replacement is considered a normal maintenance issue rather than manufacturing issue, and exclusions for damage caused by misuse or abuse of product that is no fault of the manufacturer, is typical.

Noted in this document are warranty details, limitations, exclusions, representations that either provide a reference point for comparison between products (e.g. “30-day return window”) or those which we believe exceed reasonable expectations, or appear to conflict with advertised coverage or terms.

Why are cold plunge warranties so limited and misleading?

Native advertising, guerilla marketing, and the success of media manipulation² have made deceptive marketing in the digital marketplace *de rigueur*. Also, the skyrocketing demand for cold plunges and ice baths seems to have motivated many companies to take the fastest path to market, without understanding the challenges inherent to the technology they are selling, in the hopes of capitalizing on a hot social media trend.

Many of the new entrants into the cold plunge equipment marketplace are indistinguishable rebrandings of equipment designed and manufactured in China and offered for sale on Alibaba. Few of the e-commerce retailers that extol the virtues of these products understand their inherent performance limitations, and none of the Chinese suppliers offer warranty services. Consequently, when customers discover quality and reliability problems, the retailers are at a loss to service or correct them. That is, the e-commerce business model that dominates the cold plunge equipment market lacks incentive structures that would encourage responsible marketing practices, continuous innovation, customer support, and investment in brand reputation.

Fortunately, buyers can get a sense of the sellers attitude towards quality and reliability by studying the warranty documentation and return policies posted online. This report reveals several of the typical shortcomings that are pervasive in the cold plunge industry, including:

1. an unwillingness or an inability on the part of cold plunge manufacturers to stand by their products, and/or,
2. poor/misleading and contradictory or inconsistent communication of their terms of sale.

An overview of the practices of each company with regard to warranties is summarized in the next section. All information included below is true to the best of our knowledge at the time of writing, and is substantiated via screenshots and publicly available documentation accessed via the various brands’ websites.

² Holiday R. 2012. *Trust Me, I’m Lying*. <https://www.goodreads.com/book/show/13542853-trust-me-i-m-lying>

WARRANTY ANALYSIS by COMPANY

Blue Cube

<https://bluecubebaths.com/>

NOTE TO READER: Blue Cube's 6800-word "Terms of Use," prohibits the quotation, screenshotting, or any restatement of any of their advertising claims and warranty terms without express permission from Blue Cube. We encourage readers to review Blue Cube's [Terms of Use](#), [Warranty](#), and [Refund Policy](#) for themselves, especially if considering purchase.

Warranty Summary

Blue Cube offers a line of cold plunges comprising polyurea-covered wood cabinets with stainless-steel tubs and wooden deck options that range in price from \$9999 to \$25,999+.

Blue Cube advertises a "5 Year Standard Warranty" and uses Adobe stock image #526673097 on several of its website pages. Some website pages also mention a "Robust Warranty: Comprehensive warranty covering both the external structure and the chiller unit." The spa cover for the "Mini-Me" model is noted to have a 25-year warranty.



Details from Blue Cube's downloadable warranty document:

1. Blue Cube's advertised **five (5) year warranty covers frame, tub, electrical system, and plumbing only.**
2. The **chiller, motor, water pump, and ozone system** warranty duration is **limited to 1.5 years.**
3. In the event of a malfunction or defect, **customers are responsible for finding their own repair technician** and submitting them for approval to Blue Cube.
4. **Travel or service fees** charged by third party techs **may be charged** to the customer.
5. The **cost of removal and replacement of defective units is the responsibility of the customer.**
6. **Lids (other than the specific "Mini-Me" spa cover)** are generally **excluded** from warranty coverage.

7. **Wood is excluded** from warranty coverage.
8. **No coverage for** defects or damage due to **commercial use**.

Returns & Refunds

- Blue Cube charges a **25% restocking fee** for cancellations prior to shipping. Some specific contexts or models may mention a 10% restocking fee.
- **30-day return period on standard units**, minus shipping costs and 25% restocking fee, provided returns are **unused and in original packaging**.
- No cancellations, refunds, or returns are available on “custom*” units.

*NOTE: *The descriptor “custom” appears to include, among other options, any non-black color choice on any model, which could mean that choosing any color other than black at check-out could render an order non-cancellable and non-returnable. Customers should take care to clarify this potential exclusion with Blue Cube.*

Brass Monkey

<https://www.brassmonkey.co/>

Warranty Summary

Brass Monkey is a UK-based manufacturer offers various single-unit, ice-making models with Corian, wood, steel, or aluminum cabinets and acrylic or stainless steels tubs, as well as a whiskey barrel cold plunge model and several modular “spa range” commercial options, with prices ranging from \$8006 - \$17,079+ for the former and \$13,343 - \$73,295+ for the latter.

Brass Monkey’s residential warranty is generally presented as a "2-year Limited Warranty," applying to their ice baths, plunges, barrel, and chiller only, covering parts with defects in workmanship during normal use. A "ColdCare" service may include an "Extended 2-year warranty on the cooling system and on-board computer."

Details from Brass Monkey’s online warranty document:

1. For residential units, a **2-year Limited Warranty applies to ice baths, plunges, barrel, and chiller only. An "Extended 2-year warranty on the cooling system and on-board computer" may be available via their "ColdCare" service.**
2. For **commercial** units, Brass Monkey offers a **one (1) year limited warranty on all parts** including cooling system, plumbing, cladding and covers, and offers a 7-day service guarantee if unable to solve warranty issues over the phone.
3. **Wood is not covered.**

Returns & Refunds

- Returns must be requested within (30) thirty days of delivery.
- **All returned items must be in a new condition.**
- Return shipping costs are covered by Brass Monkey in the UK and by the customer in other locations.
- Any damage noted upon inspection will be deducted from refund.

REFUND POLICY BRASS MONKEY® REFUND & RETURNS POLICY

If you are not completely satisfied within 30 days our first port of call is to fix the problem if we can, either over the telephone or in-person, if we cannot do this – or you don’t want to – then you may return for a full refund only. Any defective or damaged item will be repaired or replaced as our priority within 45 days.

Making a return

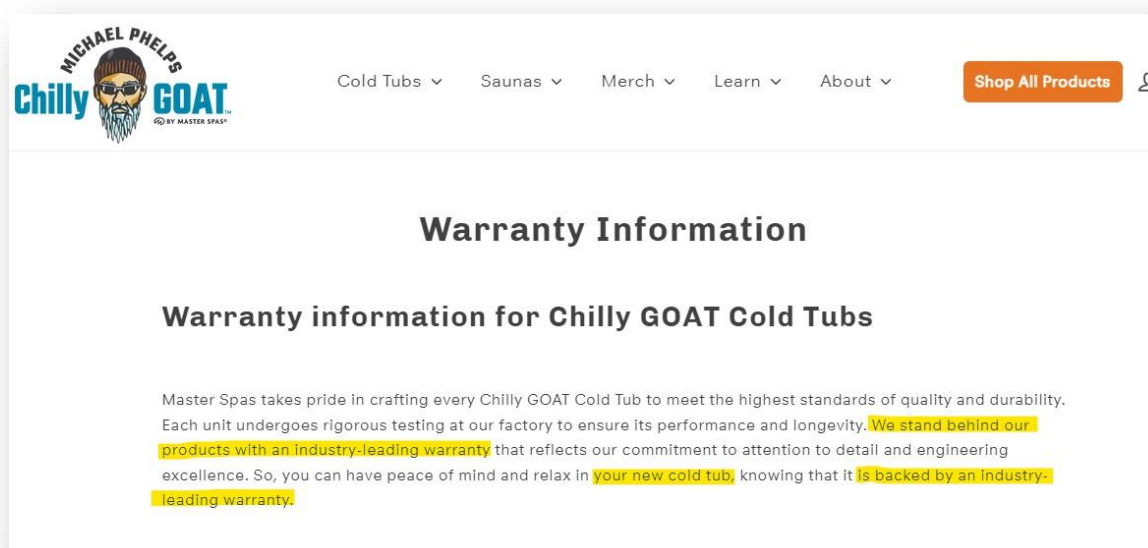
All returns must be requested within (30) thirty days of the fulfilment date. All items must be in a new condition, with no obvious signs of excessive use, and no damage such as scratches.

Chilly GOAT

<https://chillygoattubs.com/>

Warranty

Chilly GOAT is a subsidiary of Master Spas that advertises a non-specific “industry-leading warranty.” Chilly GOAT’s cold plunge line consists of four products, including two cold plunges with internally-housed chillers priced at \$10,619+. Chilly GOAT offers an optional extended warranty administered by third party, XCover, which costs between \$599.99 - \$1099.99, dependent upon model and coverage term.



Chilly GOAT’s *commercial* warranty is described on their website as “industry-best” and increases the price of any unit by \$500. An extended commercial warranty is also available from 3rd party, (now "Clyde").



Details from Chilly GOAT's online warranty document:

1. For **residential units**, Chilly GOAT offers a **two (2) year, parts-only limited warranty on tub structure & surface**, LED light system, UV light, equipment, plumbing, and non-slip floor system, **and a 1-year, parts-only warranty on all other components**, with various exclusions for issues like poor water chemistry or neglect.
2. **Costs of shipping, installation, and labor for replacement of defective parts and units are "sole responsibility of Purchaser."**
3. **"Access charges** will be assessed if the cold tub is not reasonably accessible for inspection, repair or replacement."
4. **Cabinet panels are not warrantied.**
5. **Warranty begins at purchase date** and, at the time of this analysis, both cold plunge product pages advertise a 2-week lead time to shipping. Adding another week for delivery, **more than 5% of the customer's warranty period passes before the customer receives their cold plunge.**

NOTE: Given almost every other brand includes warranty coverage of more components for longer duration and at least some coverage of some labor costs, **claims of "industry-leading" and "industry-best" are objectively false.*

Returns & Refunds

- Returns from chillygoattubs.com are accepted within 30-days of delivery.
- **Purchases made through MasterSpas' many dealers are ineligible** for return.
- **Returns must be unused or "like new"** and returned in original packaging.
- If original packaging is unavailable, **replacement packaging must be purchased from Chilly GOAT.**
- All returns subject to a 10% "restocking" fee.
- No cancellation policy noted.
- **Return shipping costs are paid by customer.**
- Returns requires "RMA" number from Chilly GOAT without which, returns will be rejected, the return item disposed of, and the customer's refund forfeited.

Refund Policy:

We have a 30-day return policy, which means you have 30 days from the date of receipt of product to request a return of your item. This policy is **strictly applicable to purchases made only on ChillyGOATTubs.com. Refund requests cannot be submitted for purchases made at an authorized Master Spas retailer.** This policy is strictly applicable to requests made by the original retail purchaser. An original order or invoice, for proof of purchase, must be provided.

To be eligible for a return, your item **must be in the same condition that you received it** (unused, or "like new" condition) with original labeling or tags, and **in its original packaging** (or **substitute packaging** supplied by Chilly GOAT by Master Spas **at an additional cost to the purchaser**).

Morozko Forge

<https://www.morozkoforge.com/>

Warranty

Morozko offers four variations of their “designed, engineered, and manufactured in Phoenix, USA” ice-making ice baths with prices ranging from \$9900 - \$21,900+. The product line comprises internally-housed ice-making technology with stainless steel or galvanized zinc tubs dropped into hand-crafted wooden cabinets.

Morozko advertises, “If anything on your Morozko breaks within your warranty period, you're covered.” No extended warranty is available for purchase. (See below).

: Market



Morozko Policies

Warranty Information

If anything on your Morozko breaks within your warranty period, you're covered.

- **Original Forge:** 2-year warranty covering manufacturing defects and malfunction.
- **Ice Bath & Ice Plunge:** 3-year warranty covering manufacturing defects and malfunction.
- **Arktika, XL, Ice Barrel & PRO models:** 5-year warranty covering manufacturing defects and malfunction. XL and PRO models also come with a 72-hour on-site service guarantee. If your issue can't be fixed over the phone, we will have a Morozko tech at your site within 72 hours to minimize downtime at your business.

Return Policy

If you are not ecstatic with your purchase within 30 days of taking delivery, you may return your Morozko for a refund of the purchase price, less initial shipping costs. With the exception of custom orders, there are no extraneous fees or "restocking" charges.

Details from Morozko's warranty document:

- New Morozko Forge purchases include a two (2) year warranty covering manufacturing defects and malfunction.
- Ice Bath & Ice Plunge purchases include a three (3) year warranty covering manufacturing defects and malfunction.
- Arktika, XL, Ice Barrel & PRO model purchases include a five (5) year warranty covering manufacturing defects and malfunction.
- XL and PRO models also come with a 72-hour on-site service guarantee. If your issue can't be fixed over the phone, Morozko will have a tech on-site within 72 hours to minimize downtime at your business.

Elsewhere on the website:

- The premium wooden lid is not warrantied for direct sunlight exposure.

Returns and Refunds

- Returns accepted within 30 days delivery for any reason. If you don't like it, you can return it. Neither original packaging or "unused" condition is required.
- Customers receive a full refund, less initial shipping costs.
- Morozko pays return shipping.
- There are no extraneous fees or "restocking" charges for any cancellation or return at any stage, with a stated exception now for custom orders.

Plunge
https://plunge.com/

Warranty

Plunge offers four variations of their “Assembled in the USA” cold plunge with prices ranging from \$4490 - \$10,990+. The product line comprises freestanding inflatable plastic or acrylic tubs with hose-connected chillers and acrylic tubs with internally-housed chiller units.

Plunge advertises that “All Plunges come with a 12-month warranty with options to extend.” The optional extended warranty appears to now be administered by "Clyde Protection" (previously XCover).

Details from Plunge’s online warranty document:

1. Despite the advertised 12-month warranty, the **UVC bulb and quartz tube**, which comprise the UV sanitation system, **are covered for only 90 days from the original date of the spa purchase.**
2. Plunge **1-year warranty begins on the purchase date.** At time of this analysis, Plunge advertised a 24-day lead time for shipping on all products included in this analysis, except one which showed a 10-day lead time. That means that roughly **4-10% of the warranty period passes before the customer even receives their cold plunge.**
3. The 1-year limited warranty covers the shell structure, equipment and controls (pumps, heater, control system), plumbing components, and other factory-installed components not mentioned specifically, including but not limited to the frame, jets, diverter valves, lighting systems, filter shield, filter lid, and mechanical components.
4. The warranty is void if the Plunge is used in a commercial setting.



Cold Plunge Sauna For Business Accessories Learn

Questions? (888) 860-0572 (7am-5pm PT)



1-YEAR LIMITED WARRANTY RESIDENTIAL

Reboot Labs, LLC. ("Plunge") guarantees to the original consumer purchaser that the products and component parts are free of material and workmanship defects within the specified period below.

- 1-Year Shell Structure - Your Plunge is warranted against water loss due to defects in the spa shell, blisters, cracks, or delamination of the interior surface of the spa shell due to defects in workmanship or materials for one year from the original date of purchase.
- 1-Year Equipment and Controls - Specifically the pumps, heater, and control system - are warranted against malfunctions due to defects in workmanship or materials for one year from the original date of purchase.
- 1-Year Plumbing Components - Plunge plumbing components are warranted against leaks due to defects in workmanship or materials for one year from the original date of purchase.

The factory installed Plunge Water Purification system is warranted against malfunction due to defects in workmanship or materials for one year from the original date of purchase, except the UV-C bulb and quartz tube. **The UV-C bulb and quartz tube are warranted for ninety (90) days from the original date of the spa purchase.** All other factory installed components not mentioned specifically, including, but not limited to the frame, jets, diverter valves, Lighting systems, filter shield, filter lid, and mechanical components are warranted against malfunction due to defects in workmanship or materials for one year from the original date of purchase.

This Limited Warranty is void if Plunge or its designated representative determines that the spa has been subjected to damage or failure due to installation of aftermarket parts that are not genuine Plunge branded Parts & Accessories. This disclaimer includes, but is not limited to filters, UV-C bulbs, ozone systems, repair parts and other accessories. Genuine Plunge brand Parts & Accessories are built to our highest standards of quality, durability and performance, and they are designed to work with your Plunge to ensure optimal performance and function.

WHAT WE WILL DO

At its own discretion, Plunge shall provide free repair or replacement of any defective product or component that has been installed, used, and serviced normally, within the specified warranty period. In the event that repair or replacement is not feasible, Plunge may choose to reimburse the purchase price in exchange for the return of the product. Please note that replacement parts may not be identical to the original ones, and their availability is subject to change. These remedies are the only options available to you.



Cold Plunge

Sauna

For Business

Accessories

0% APR financing for 24-month with

1-YEAR LIMITED WARRANTY

Reboot Labs, LLC. ("Plunge") guarantees to the original consumer purchaser that the product is free from defects in workmanship or materials for the period below.

- 1-Year Shell Structure - Your Plunge is warranted against water loss due to defects in the shell structure or defects in workmanship or materials for one year from the original date of purchase.
- 1-Year Equipment and Controls – Specifically the pumps, heater, and control system – are warranted for one year from the original date of purchase.

plunge for business

Business Sectors Products Contact Sales

What Plunge can do for your business

Differentiate & Scale

Stand out and grow your business with our cold plunges designed to draw in wellness-seekers. Capitalize on our extensive know-how gained through years in the wellness industry.

Build Loyalty & Community

Tap into Plunge's community to enrich yours with holistic health and authentic connections. Use our solutions to boost well-being, loyalty, and engage your audience in transformative wellness.

Best-in-Class Support

Experience unparalleled support from our dedicated CX team and nationwide tech repair experts. Our focused strategy reduces downtime and boosts productivity, ensuring smooth operations with tailored solutions.

Partner with the Best

Choose the leading commercial wellness products, trusted by thousands. Plunge excels with superior innovation and quality, designed for businesses to ensure reliability and low maintenance.

Plunge All-In Commercial

\$10,990 USD
As low as \$273.44/mo* [Learn More](#) [Add To Cart](#)

\$10,990 USD
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Ships by Jul 8th

30-Day Guarantee
1-year Warranty

Customer Support
Nationwide Repair Network

NOTE: Plunge markets heavily for commercial applications and claims to offer “Best in Class Support” to businesses. Plunge also specifies a “1-year Warranty” on all commercial product pages. Given the linked online Residential warranty document explicitly states that “Plunges used in commercial applications are excluded from any coverage whatsoever,” there is likely a separate commercial warranty that is not posted online. Given the relatively short (one-year) duration, it’s unclear what additional services Plunge offers that qualify it as “Best in Class” commercial support.

Returns & Refunds

- Plunge allows returns up to 30 days from **the date of delivery**.
- Returns are subject to a 15% restocking fee, and return shipping costs are paid by the customer.
- The item must be returned in its original packaging.
- To initiate a return, customers must contact Plunge's Customer Support Team to obtain a Return Authorization (RA) number and follow the provided instructions.
- Once the returned item is received and inspected, refunds will be processed to the original payment method within approximately 14 business days.
- Non-refundable items include those that are damaged due to misuse or not in their original condition.



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Questions? (888) 860-0572 (7am-5pm PT)



WARRANTY LIMITATIONS

This Residential Limited Warranty is void if: Used in a commercial setting, the Manufacturer or its designated representative determines that the spa has been subjected to alteration, neglect, misuse or abuse, or freight damage caused by the common carrier; any repairs have been attempted by anyone other than a designated representative; or if the failure is caused by accident, acts of God or other causes beyond the control of the Manufacturer. Neglect, misuse and abuse include any installation, operation or maintenance of the Plunge other than in accordance with the instructions contained in the owner's manual provided with the Plunge, including but not limited to the failure to maintain proper water chemistry and chemical balance and the use of abrasive or improper cleaners or non-genuine parts and accessories.

This Limited Warranty does not provide coverage for the insulating cover, any item attached to or installed on the Plunge after the date of manufacture, or for gaining access to any component for repair or replacement. Plunge's used in commercial applications are excluded from any coverage whatsoever.

The Plunge owner accepts liability for repair work performed by anyone other than the Manufacturer or a designated Plunge representative. Plunge is not responsible for work performed on any units outside of the United States.



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Questions? (888) 860-0572 (7am-5pm PT)



Plunge Refund Policy

At Plunge, we are committed to ensuring your satisfaction with our products. If you need to return a plunge or sauna, please review our refund policy below:

Return Eligibility:

Plunge and Sauna Returns: Our refund policy covers both cold plunges and saunas.

Return Period: You have 30 days from the date of delivery to initiate a return.

Restocking Fee:

A 15% restocking fee will be applied to all returned products. This fee helps cover the costs associated with processing, inspecting, testing, and recertifying returned items.

Return Shipping:

Customers are responsible for the cost of return shipping. Please ensure that the item is returned in its original packaging. The original packaging helps protect the product during transit and ensures it arrives undamaged.

Polar Monkeys

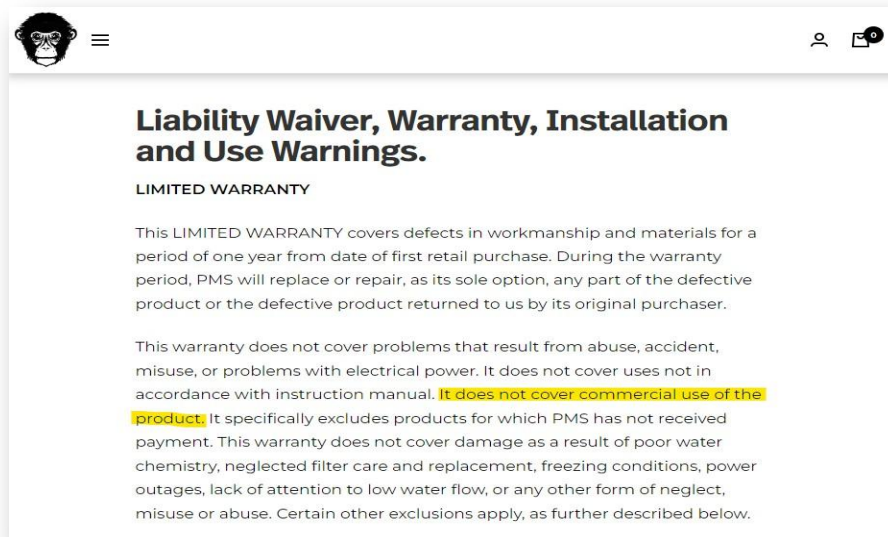
<https://polarmonkeys.com/>

Warranty Summary

Polar Monkeys offers four variations of their internationally-sourced cold plunges comprising free-standing steel, stainless steel, or acrylic tubs and hose-connected chillers with prices ranging from \$4750 to over \$7100+. Their homepage does not feature their warranty but the FAQs on Warranty state that units come with “1-year Warranty with option to extend.” The extended warranty is administered by third party, XCover, and costs \$338.99 - \$676.99 dependent upon coverage term.

Details in Polar Monkeys’ online warranty document include:

- A Limited Warranty covers defects in workmanship and materials for a period of one year from date of first retail purchase. During the warranty period, PMS will replace or repair, as its sole option, any part of the defective product or the defective product returned to us by its original purchaser.
- The 1-year warranty begins at the date of purchase.
- Exclusions: The warranty does not cover:
 1. Damage resulting from abuse, accidents, misuse, improper installation, or electrical issues.
 2. Products used in ways not intended, including failure to follow the instructions in the user manual.
 3. Natural variations in wood color or grain, as well as imperfections inherent to wood products.
 4. Deterioration of surfaces due to weather exposure, denting, scratching, or improper care.
 5. Damage caused by improper water chemistry, neglected filter care, freezing conditions, power outages, or lack of attention to water flow.
 6. Third-party accessories, non-genuine parts, or any modifications made to the product.
 7. Replacement of consumable items such as water filters, which are the customer's responsibility. Filters must be purchased directly from Polar Monkeys; using filters from other companies will void the warranty.
- Warranty coverage applies only to products designated for commercial use when used in commercial settings. Using residential products in commercial environments will void the warranty.
- Opening the chiller casing voids the warranty.
- Customers pay all associated costs for replacement of defective parts or tubs.
- Warranty claims are handled by phone and customer performs the work.
- For customers outside the continental US, they are responsible for shipping costs for warranty service to US facilities.



Returns & Refunds

- **Return Policy Period:** Polar Monkeys offers a 14-day return policy if you are dissatisfied for any reason.
- **Eligibility Criteria for Returns:**
 - The item must be in the same condition as received.
 - Unworn or unused.
 - Accompanied by the receipt or proof of purchase.
 - Returned in its original packaging and box.
- **Return Shipping:** The customer is responsible for covering the shipping costs for returning any item. These costs are non-refundable. If a refund is issued, the cost of return shipping will be deducted from the refund. However, Polar Monkeys also states elsewhere that they cover the shipping costs for returns within the continental USA.
- **Initiating a Return:** To start a return, contact Polar Monkeys at info@polarmonkeys.com. Items returned without prior authorization will not be accepted.
- **Refund Process:** Polar Monkeys will notify you upon receiving and inspecting your return.
 - Approval or rejection of the refund will be communicated.
 - If approved, the refund will be automatically processed to your original payment method.
 - The processing time for your bank or credit card company to post the refund may vary.
- **Cancellations:** If you need to cancel an order, contact Polar Monkeys through the website chat or email at info@polarmonkeys.com.

Regen Total Wellness

<https://regentotalwellness.com/>

Warranty

ReGen Total Wellness offers a "12-Month Limited Warranty" on their cold plunge products from the date of tub delivery, covering defects in materials and workmanship during normal use for mechanical, plumbing, and structural components.

Details from Regen Total Wellness's online warranty document:

1. The standard warranty applies to residential use only; if a residential tub is placed in a commercial facility, the warranty is voided unless a specific commercial product option was purchased.
2. Optional extended warranty plans are offered to extend coverage by an additional 1 or 2 years, providing the same coverage as the standard warranty.
3. The warranty is valid only for the original purchaser and is non-transferable.
4. ReGen Total Wellness determines whether to replace or repair a covered part. If covered repairs cannot be completed on-site, ReGen may provide a replacement tub or have the tub shipped to their facility; customers are responsible for any related tub removal costs.
5. Exclusions include damage due to poor maintenance (including poor water chemistry, neglected filter/chiller care, freezing conditions, power outages, low water flow), misuse, neglect, alteration, improper installation/operation, accidents, acts of God, using aftermarket parts, cosmetic damage, and units sold/operated outside the USA.
6. Liability is limited to the original purchase value of the product.

Returns & Refunds

Cancellations:

- All cancellations are subject to a Payment Processing fee if canceled before shipment; this fee varies from 3.5%-12.5% based on the payment method.
- Orders may be canceled as long as they have not shipped by emailing support@regentotalwellness.com.
- If an order has shipped, it cannot be canceled.

Return Policy:

- Return Period: Customers have 14 days from the date of delivery to initiate a return.
- Condition: Returned items must be in new and unused condition, unless otherwise approved by ReGen Total Wellness. If the warranty has been voided, the tub cannot be returned.
- Restocking Fee: A 15% restocking fee is applied to all returned products.
- Return Shipping: Customers are responsible for the cost of return shipping. Items must be returned in original packaging or a suitable alternative.

Warranty

ReGen Total Wellness 12-Month Limited Warranty

At ReGen Total Wellness, we take pride in the quality and craftsmanship of our cold plunge products. Our easy to understand 12-Month Limited Warranty is designed to protect your investment and ensure your satisfaction by keeping your tub operational. If an issue arises, we are committed to restoring your tub to full functionality as quickly as reasonably possible.

Residential and Commercial Use

- **Residential Use:** This warranty applies to residential use only. If a residential tub is placed in a commercial facility, the warranty is void.
- **Commercial Use:** The warranty applies to commercial use only if a commercial product option is purchased.

Standard Warranty

- **Coverage Period:** 12 months from date of tub delivery.
 - **Covered Components:** Mechanical, plumbing, and structural components. Ancillary products not performing a core function of the cold tub may be excluded.
 - **Defects Covered:** Defects in materials and workmanship during normal use.
- Extended Warranty Options:** We offer **optional extended warranty plans** to provide additional peace of mind for your investment:
- **Coverage Periods:** Extend your warranty by 1 or 2 years, resulting in a total coverage period of 2 or 3 years.
 - **Terms:** The extended warranty provides the same coverage and limitations as the standard 12-month warranty.
 - **Eligibility:** The extended warranty must be purchased at the time of the original product purchase or within the original warranty period.

Process:

- Contact Customer Service for a Return Authorization (RA) number and instructions.
- The product must be returned within thirty (30) days of receiving the RA, unless a longer period is approved in writing by ReGen Total Wellness.
- Upon receipt, items are inspected. The value of any damage, used components, or wear and tear will be offset from the refund amount at ReGen's discretion.
- Refunds are processed to the original payment method within 7-10 business days of receiving the return. If a customer disagrees with the refund amount, they may have the unit shipped back at their own expense.
- **Non-Refundable Items:** Items damaged due to misuse or not in their original condition may not be eligible for a refund.
- **Shipping Issues:** ReGen Total Wellness is not responsible for stolen, lost, or misaddressed packages, or for refunding/replacing packages in these cases. The customer is responsible for filing claims with the carrier for packages lost or damaged during shipment.

Return Eligibility:

Return Period: You have 14 days from the date of delivery to initiate a return. Returned Items must be in new and unused condition, unless otherwise approved by ReGen Total Wellness.

If your Warranty has been voided for any reason, you are unable to return your tub.

Restocking Fee:

A 15% restocking fee will be applied to all returned products. This fee helps cover the costs associated with processing, inspecting, testing, and recertifying returned items.

Return Shipping:

Customers are responsible for the cost of return shipping. Please ensure that the item is returned in its original packaging. The original packaging helps protect the product during transit and ensures it arrives undamaged.

Renu Therapy

<https://www.renutheraPy.com/>

Warranty

Renu offers three variations of their “engineered and assembled in the USA” cold plunge, all featuring single-unit, acrylic tub + internally-housed chiller models with prices ranging from \$9699 to over \$14,000. Their homepage boasts a “5-Year Limited Warranty on all cold plunge tanks.”

Get 5% Off When You Purchase a Cold Tank and a Sauna.

FREE SHIPPING ON ALL COLD PLUNGE TANKS IN CONTIGUOUS US (CURB-SIDE DELIVERY)



What are the benefits of using Renu Therapy cold plunge tanks? +

Are the tanks energy efficient? +

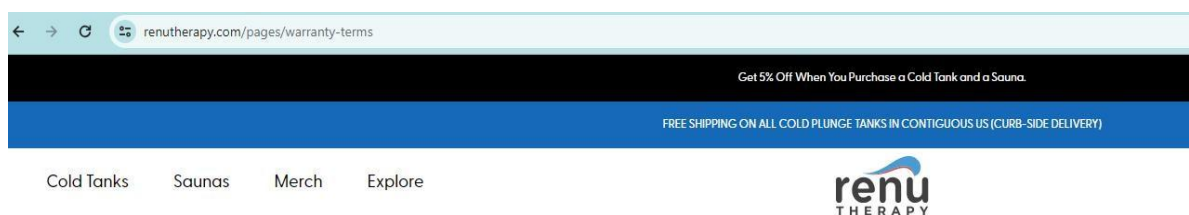
What **warranty** does Renu Therapy offer on their cold plunge tanks? —

Renu Therapy offers a 5-Year Limited Warranty on all cold plunge tanks, ensuring long-term reliability and customer satisfaction with their purchase.

How can I purchase a Renu Therapy cold plunge tank? +

Details from Renu’s online warranty documents:

1. The 5-year term applies only to supporting components. **The chiller, which cools the water, is only covered for one year.** An extended chiller warranty is available for purchase, extending coverage by an additional 4 years, and is priced between \$299 - \$499 depending on the unit.
2. **Renu’s most expensive model, *The Siberian*,** which is their largest cold plunge, marketed toward “larger customers 6’10” and/or 290 lbs. (and over)” **only includes a 1-year warranty for all components,** despite the claim of 5-year coverage for all models on the home page.
3. **Renu’s commercial warranty,** which applies to *any* tub variation placed in a commercial setting, **is also limited to a 1-year warranty.**
4. **Renu’s warranty terms begin at the shipping date,** not the delivery date, **which burns the customer’s warranty coverage time** while the product is enroute.
5. Warranty scope is “**parts-only**” coverage.
6. Repairs are expected to be performed by customers, and repairs that require a tech are limited to \$100 in total labor costs per claim (\$50/hr for max 2 hours).
7. **All shipping costs related to defective parts or units** covered under the limited warranty **are the responsibility of the customer.**



- [Cold Plunge Warranty Terms](#)
- [Commercial Cold Plunge Warranty Terms](#)
- [Cold Plunge - Chiller Extended Warranty Terms](#)
- [Japanese Hot Soak Warranty Terms](#)



*NOTE: *Renu's Warranty page features a picture of a Renu being used outdoors, in freezing conditions (evidenced by the accumulating snow) despite Renu's warranty having a specific exclusion for damage due to freezing conditions. (See below*

or malfunctions that arise during normal use conditions. The warranty does not cover damage due to water leaks from the unit, poor water chemistry, neglected filter care and replacement, freezing conditions, power outages, lack of attention to low water flow, or any other form of neglect, misuse, or abuse. Specific other exclusions apply, as further described in this Limited Warranty. All components covered under this warranty are

Returns & Refunds

- Cancellation fee of 5% of purchase price is charged if order is cancelled prior to shipment
- No cancellations permitted on custom orders
- Returns accepted on non-custom units for 45 days from delivery and are subject to a **re-stocking fee of 5% of the purchase price**
- **Customer pays all return shipping costs**
- Custom units are not returnable.

NOTE: **The exclusion of “custom orders” from cancellations and returns is significant because it appears that nearly all units are “customized” (Renu’s own words) via choice of exterior options during the check-out process. If, indeed, choosing exterior options amounts to a “custom order,” very few units sold – if any – would qualify for cancellation or return under the stated policy. Customers should take care to clarify this potential exclusion with Renu.*

Get 5% Off When You Purchase a Cold Tank and a Sauna.

FREE SHIPPING ON ALL COLD PLUNGE TANKS IN CONTIGUOUS US (CURB-SIDE DELIVERY)

Cold Tanks Saunas Merch Explore

renu
THERAPY

Support

colors based on your mood.

Are you upgrading from an ice bath that you have to refill manually every day? The Cold Stoic 2.0 is the perfect upgrade!

Free Curbside Delivery (within the Contiguous US) includes curbside drop-off at your address on file. It will be the customer's responsibility to move the unit off the pallet and to the final desired location within the property.

Lead times are currently 3-6 weeks. Each unit is built to order and lead times may shorten closer to your build date.

1. Choose your base color:

Bianco Romano Granite


6 color swatches: Black, Light Gray, Medium Gray, Dark Gray, Tan, Dark Blue-Gray

2. Choose Breath Deck Color:

Shou Sugi Ban - Tiger Stripe - Indoor Only (+\$500)

4 wood grain swatches: Shou Sugi Ban, Tiger Stripe, Dark Wood, Light Wood

Bianco Romano Granite / Shou Sugi Ban - Tiger Stripe



Get 5% Off When You Purchase a Cold Tank and a Sauna.

FREE SHIPPING ON ALL COLD PLUNGE TANKS IN CONTIGUOUS US (CURB-SIDE DELIVERY)

Cold Tanks Saunas Merch Explore

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Support

LEARN MORE >	LEARN MORE >	LEARN MORE >
Exterior Dimensions (LWH): 70"x33"x35"	Exterior Dimensions (LWH): 70"x33"x35"	Exterior Dimensions (LWH): 80"x34.375"x37"
Tank Dimensions (LWH): 40"x25"x31"	Tank Dimensions (LWH): 40"x25"x31"	Tank Dimensions (LWH): 48"x24"x30"
<ul style="list-style-type: none"> ✓ 6 Body Colors / 6 Breath Deck Options ✓ Super Tough, Weather-Proof Plastic Construction ✓ Hot/Cold Water Functionality (37-104F) ✓ Touch Screen & Wifi App Control ✓ Upgraded Dual Filtration with Quick Swap ✓ Included Programmable Multi-Color Lighting ✓ Includes Insulated All-Weather Spa Cover ✓ 5-Year Limited Warranty ✓ Free Standard Shipping with USA ✓ Current Lead Time: 4-8 Weeks for Natural Wood Breath Decks ✓ 6-12 Weeks for all Decks. 	<ul style="list-style-type: none"> ✓ 6 Body Colors / 4 Breath Deck Options ✓ Super Tough, Weather-Proof Plastic Construction ✓ Cools Water Down to 36F ✓ Temperature Adjustment on Internal Chiller ✓ 50-Micron Internal Water Filter ✓ Optional Lighting with Red/Blue Lens Options ✓ Standard Plastic Tub Lid ✓ 5-Year Limited Warranty ✓ Free Standard Shipping within USA ✓ Current Lead Time: 3-6 Weeks 	<ul style="list-style-type: none"> ✓ 5 Body Colors / 4 Breath Deck Options ✓ Weather-Treated Wood Body Construction ✓ Cools Water Down to 39F ✓ Temperature Adjustment on Internal Chiller ✓ 50-Micron Internal Filter ✓ Optional Lighting with Red/Blue Lens Options ✓ Insulated Vinyl Cover ✓ 1-Year Limited Warranty ✓ Free Standard Shipping within USA ✓ Current lead time 4-8 weeks
CUSTOMIZE	CUSTOMIZE	CUSTOMIZE

Sun Home Saunas

<https://sunhomesaunas.com/>

Warranty

Sun Home Saunas offers a 1-year residential limited warranty for its Sun Home Cold Plunge™ Pro and Sun Home Cold Plunge™, covering manufacturing defects. This does not cover normal wear-and-tear or abuse of the product.

Details from Sun Home Saunas's online warranty document:

1. Extended warranties are available for purchase.
2. The Residential Limited Warranty becomes void if the item is used in a commercial setting, altered, neglected, misused, or damaged during transit by freight.
3. Regular maintenance is the customer's responsibility, and issues arising from a lack of proper maintenance or improper water chemistry/balance are not covered.

Cold Plunges

Sun Home Saunas offers a 1-year residential limited warranty for the Sun Home Cold Plunge™ Pro and 1-year residential limited warranty for the Sun Home Cold Plunge™ against manufacturing defects. Please note that the warranty does not cover wear-and-tear or abuse of the product. See below for more information and limitations. Extended are warranties available for purchase.

Returns & Refunds

- Sun Home Saunas states they cannot accept used returns of saunas or cold plunges.
- For returns to be eligible, items must be in "new" or "like new" condition, in undamaged original manufacturer's packaging, and with all original product manuals.
- Customers are responsible for all return shipping charges.
- A refund will be the product purchase price minus any original shipping charges and minus a 25% restocking charge. If the product was sold with a "Free or Discounted Shipping Promotion," the actual freight cost to originally ship the product will also be deducted from the refund.
- All returns require a Return Merchandise Authorization (RMA) number.
- Custom orders, private label, or non-standard models are non-refundable.
- If an order is cancelled after it has "shipped" (defined as when a Bill of Lading and tracking number have been generated), it is treated as a return, and a 25% restocking fee and shipping fee are applied.


[All Saunas](#)
[Cold Plunges](#)
[Infrared Blanket](#)
[Red Light Therapy](#)
[Shop All](#)
[Learn](#)


Saunas & Cold Plunges (including accessories)

If an order is canceled prior to shipment or during shipment, the customer will incur a \$250 cancellation fee per product, whether she/he has paid a deposit or in full. For example, if you ordered a Luminar and a Cold Plunge Pro, the total cancellation fee would be \$500.

Note that we consider your product to be "shipped" when a Bill of Lading and tracking number have been generated for a freight carrier. There is a 25% restocking fee and shipping fee applied to orders that have already shipped. After products are considered shipped, cancellations are treated as returns as described below:

We cannot accept used returns of used saunas or cold plunges, but rest assured we will troubleshoot ([link to troubleshooting page](#)) any issues that may arise that are covered by [our warranty](#).

Per our "Return Policy" returns will be accepted within 30 business days of product receipt. Shipping charges on returns for saunas, cold plunges, and accessories (e.g. plunge pro basin) shall be the responsibility of the customer and all returned items must be returned in "new" or "like new" condition, in undamaged original manufacturer's packaging, and with all original product manuals. After the product is received, inspected and verified to be in "like new" condition (not used), a full refund will be provided on the product purchase price minus any original shipping charges and minus a 25% restocking charge. For products sold with a "Free or Discounted Shipping Promotion", the actual freight cost to originally ship the product will be deducted from your refund.