

Terms & Conditions of Sale

Last updated: 26 August 2026

These Terms & Conditions of Sale ("Terms") apply to purchases made by consumers directly from **Saunística** through our website, by email, by telephone, through a quotation or order confirmation, or by other means agreed between Saunística and the customer.

Please read these Terms carefully before placing an order.

Nothing in these Terms limits or excludes any mandatory rights granted to consumers under applicable Spanish or European Union consumer protection legislation.

1. Seller Information

Commercial name: Saunística

Operated by: Mari Linnonmaa, self-employed professional (autónomo), trading as M.Proyecto
NIE: Y8736135J

Business address: C. Miguel Hernández 3, 29120 Alhaurín el Grande, Málaga, Spain

Email: toni@saunistica.com

Website: www.saunistica.com

For questions regarding an order, delivery, return, warranty or these Terms, please contact us using the details above.

2. Scope of These Terms

These Terms apply to sales made directly by Saunística to consumers.

A "Consumer" means an individual acting for purposes mainly outside their trade, business, craft or profession.

If products are purchased for business, professional, resale, distribution or other commercial purposes, separate B2B terms may apply.

Saunística also works with independent FinSteam distributors and retailers in different countries. Where a product is purchased directly from another distributor or retailer, that business is the seller and its own sales terms apply to the transaction.

3. Products

Saunística sells and markets products including:

- FinSteam gas sauna heaters
- Sauna tents
- Sauna packages
- Sauna benches
- Sauna accessories
- Safety accessories
- Installation accessories
- Other sauna-related products

We make reasonable efforts to ensure that product descriptions, photographs, specifications, dimensions and other information are accurate.

Minor differences in appearance, colour, finish or other non-essential characteristics may occur due to manufacturing, photography, screen settings or product development.

Product specifications may also be updated by the manufacturer. Any material change affecting an already confirmed order will be communicated to the customer where required.

4. Product Suitability

The customer is responsible for selecting a product suitable for its intended location and use, with the assistance of Saunística where requested.

For products requiring specific installation conditions, Saunística may request information such as:

- Sauna dimensions and volume
- Construction materials
- Insulation
- Windows and other non-insulated surfaces
- Ventilation arrangements
- Intended location
- Available gas type and pressure
- Country of installation

Any recommendation based on information supplied by the customer assumes that the information provided is accurate and complete.

Nothing in this section limits Saunística's responsibility for professional advice provided incorrectly by Saunística where such responsibility exists under applicable law.

5. FinSteam Gas Sauna Heaters

FinSteam gas sauna heaters are gas appliances and must be installed, connected, operated and maintained strictly in accordance with:

- The product type plate
- The current official installation instructions
- The current safety instructions
- The user manual
- Applicable national and local regulations

Only the gas type, gas category and operating pressure approved for the specific heater may be used.

The customer must not modify the heater, burner, safety devices, gas controls or other safety-related components.

Adequate ventilation is essential for the safe operation of a gas sauna heater. All ventilation and installation requirements stated in the official product documentation must be followed.

Where local legislation requires gas installation or other work to be carried out or inspected by a qualified or authorised professional, the customer is responsible for ensuring that this requirement is met.

Failure to follow installation, ventilation, gas supply or safety instructions may create a serious safety risk.

6. Product Availability

All orders are subject to product availability.

Displaying a product on our website does not guarantee that the product is immediately available.

If a product becomes unavailable after an order has been placed, we will contact the customer as soon as reasonably possible and offer, where appropriate:

- A revised delivery date
- A suitable alternative product, subject to the customer's agreement
- Cancellation and reimbursement

We will not substitute a materially different product without the customer's agreement.

7. Prices

Consumer prices will be communicated clearly before the order becomes binding.

Unless otherwise expressly stated, prices offered to consumers include applicable VAT or other taxes required to be included in the consumer price.

Delivery charges and any other additional costs will be communicated before the customer confirms the order.

Where an order is delivered to another country, applicable VAT, taxation or delivery costs may vary depending on the destination.

The final price applicable to the order will be shown in the quotation, order confirmation, checkout or other pre-contractual information provided to the customer.

8. Quotations

Unless otherwise stated, quotations are valid for the period specified in the quotation.

A quotation does not by itself create an obligation for the customer to purchase the products.

Prices, availability and estimated delivery times stated in a quotation may be subject to change after the validity period has expired.

Any special product configuration, customisation or additional service must be specifically included in the quotation or order confirmation to form part of the order.

9. Formation of the Contract

An order becomes binding when Saunística accepts the order and provides an order confirmation or otherwise expressly confirms acceptance of the customer's order.

An automatic acknowledgement that an enquiry or order request has been received does not necessarily constitute acceptance of the order.

Saunística reserves the right to refuse an order before acceptance for legitimate reasons, including:

- Product unavailability
- Obvious pricing or description errors
- Delivery restrictions
- Legal or regulatory restrictions
- Inability to supply the appropriate product version for the customer's country
- Suspected fraud or misuse

If payment has already been received for an order that Saunística cannot accept, the payment will be refunded.

10. Payment

Unless otherwise agreed in writing, orders must be paid in full before dispatch.

Available payment methods will be stated in the quotation, order confirmation, invoice or checkout process.

The customer is responsible for providing accurate payment and billing information.

Saunística is not required to dispatch an order until the required payment has been received.

No additional payment charges will be imposed contrary to applicable consumer protection or payment legislation.

11. Delivery

Products will be delivered to the address agreed with the customer.

Estimated delivery times will be communicated before or after order confirmation as appropriate.

Unless a different delivery period has been agreed, goods will be delivered without undue delay and within the period required by applicable consumer legislation.

Under EU consumer rules, where no different delivery time has been agreed, goods should normally be delivered no later than **30 days after conclusion of the contract**.

Delivery estimates may be affected by circumstances such as:

- Product availability
- Destination
- Carrier schedules
- Customs procedures where applicable
- Weather
- Strikes
- Transport disruptions
- Other circumstances outside Saunística's reasonable control

Where a delay occurs, we will inform the customer as soon as reasonably possible.

Any statutory right of the consumer to set an additional reasonable delivery period, terminate the contract or obtain reimbursement remains unaffected.

12. Delivery Address and Receipt of Goods

The customer must provide a complete and accurate delivery address and any information reasonably required for delivery.

The customer should ensure that somebody is available to receive the goods where necessary.

If additional delivery costs arise solely because the customer:

- Provided an incorrect address
- Failed to provide necessary delivery information
- Unreasonably failed to accept an agreed delivery

Saunística may charge reasonable additional costs actually incurred, where permitted by applicable law.

13. Transfer of Risk

Where Saunística arranges the transportation of goods to a consumer, the risk of accidental loss or damage remains with Saunística until the customer, or a third party designated by the customer other than the carrier, receives physical possession of the goods.

If the customer independently appoints a carrier that was not offered by Saunística, risk may transfer when the goods are delivered to that carrier, as provided by applicable law.

14. Inspection of the Delivery and Transport Damage

We recommend inspecting the packaging and products as soon as possible after delivery.

If there is visible transport damage, please:

1. Note the damage on the carrier's delivery document where possible.
2. Take photographs of the packaging and damaged product.
3. Keep the packaging.
4. Contact Saunística as soon as reasonably possible.

Prompt notification helps us make a claim against the transport company and resolve the matter more quickly.

However, failure to report visible transport damage immediately does **not** remove any statutory consumer rights that cannot legally be waived.

15. Right of Withdrawal – 14 Days

Consumers purchasing products at a distance, including purchases made online, by email or by telephone, generally have the right to withdraw from the contract without giving any reason.

The withdrawal period is **14 calendar days** from the day on which the customer, or a third party designated by the customer other than the carrier, receives the goods.

Where several goods forming one order are delivered separately, the withdrawal period begins when the last applicable item is received where required by law.

To exercise the right of withdrawal, the customer must clearly inform Saunística of the decision to withdraw before the withdrawal period expires.

The notification may be sent to:

Email: toni@saunistica.com

The customer may use the Model Withdrawal Form at the end of these Terms, but use of the form is not mandatory.

16. Returning Goods After Withdrawal

After informing Saunística of the decision to withdraw, the customer must return the goods without undue delay and no later than **14 calendar days** after communicating the withdrawal.

Unless Saunística has agreed to collect the products or to pay the return costs, the customer is responsible for the **direct cost of returning the goods**.

Because some Saunística products, such as gas sauna heaters, sauna tents, benches and complete sauna packages, may be large or heavy and may require pallet freight, they may not be suitable for ordinary postal return.

Where goods cannot normally be returned by post, information concerning the applicable return cost or a reasonable estimate of that cost will be provided to the consumer before the purchase becomes binding where required by law.

Please contact Saunística before returning large or palletised goods so that appropriate return instructions can be provided.

The customer remains responsible for packaging the returned goods appropriately for transportation.

17. Condition of Returned Goods

During the withdrawal period, the customer may inspect the product to the extent reasonably necessary to establish its nature, characteristics and functioning, in a similar way to what would normally be possible in a physical shop.

The customer may be responsible for any reduction in value resulting from handling beyond what is reasonably necessary for this purpose.

For example, depending on the product and circumstances, actions such as:

- Installing a product
- Permanently mounting accessories
- Connecting a gas appliance
- Operating or heating a gas sauna heater
- Damaging or unnecessarily removing protective components
- Using a sauna tent outdoors

may constitute handling beyond what is necessary merely to inspect the product and may result in a reduction in its value.

This does not remove the statutory right of withdrawal but may affect the amount refundable where permitted by law.

18. Refunds Following Withdrawal

When a valid right of withdrawal is exercised, Saunística will reimburse the payments received from the customer, including the cost of the least expensive standard delivery method offered for the original purchase.

Additional delivery costs resulting from the customer's choice of a more expensive delivery method, such as express or premium delivery, do not have to be refunded where permitted by law.

The refund will be made without undue delay and no later than **14 days after Saunística has been informed of the customer's decision to withdraw.**

For goods sales, Saunística may withhold the refund until:

- The returned goods have been received, or
- The customer provides evidence that the goods have been sent back,

whichever occurs first.

Refunds will normally be made using the same payment method used for the original transaction unless another method has been expressly agreed.

19. Exceptions to the Right of Withdrawal

The statutory right of withdrawal does not apply in circumstances excluded by applicable consumer legislation.

Relevant examples may include:

- Goods made according to the customer's specifications.
- Clearly personalised goods.
- Services that have been fully performed where performance began with the customer's prior express consent and acknowledgement of the consequences for the right of withdrawal, where applicable.

A standard product selected from Saunística's normal product range does not become a customised product merely because the customer selected an available standard model or option.

Where an exception applies, the customer will be informed before the purchase becomes binding where required by law.

20. Statutory Guarantee and Product Conformity

Consumers benefit from the statutory legal guarantee provided by applicable consumer protection law.

For new consumer goods sold in Spain, the statutory legal guarantee is generally **three (3) years from delivery**.

The goods must conform to the sales contract and, among other applicable requirements, correspond to their description and provide the quality, functionality and characteristics that the consumer may reasonably expect.

If a product does not conform to the contract, the consumer may have the right, as provided by law, to remedies including:

- Repair
- Replacement
- Price reduction
- Termination of the contract and reimbursement

The applicable remedy depends on the circumstances and requirements established by consumer legislation.

Repair or replacement required under the statutory guarantee will be provided without cost to the consumer where required by law.

21. Commercial or Manufacturer's Warranties

A manufacturer or Saunística may offer an additional commercial warranty for certain products.

Any commercial warranty is **additional to the consumer's statutory rights**.

A commercial warranty does not replace, shorten or restrict the statutory legal guarantee or other mandatory consumer rights.

If the terms of a commercial warranty are more favourable to the consumer, those additional benefits apply according to the terms of that warranty.

22. What Is Not a Product Defect

Subject always to mandatory consumer rights, damage or malfunction caused after delivery by circumstances unrelated to an original lack of conformity may not constitute a defect covered by the statutory guarantee.

Examples may include damage caused by:

- Incorrect installation
- Incorrect gas type or pressure
- Failure to comply with ventilation requirements
- Use contrary to official instructions
- Unauthorised modification or repair
- Physical damage caused by the user
- Improper storage
- Accident
- Negligence
- Normal wear and tear
- Failure to carry out reasonable maintenance where maintenance is required
- Use of incompatible components or accessories

The existence of one of these circumstances does not automatically remove the customer's statutory rights. Any assessment will depend on whether the problem is caused by that circumstance or by a lack of conformity for which the Seller is legally responsible.

23. Warranty and Defect Claims

If you believe that a product is defective or does not conform to the contract, please contact:

toni@saunistica.com

Please provide, where reasonably possible:

- Your name
- Order or invoice number
- Product model

- Serial number where applicable
- Description of the problem
- Photographs or video showing the issue where useful

We may ask for reasonable diagnostic information before arranging a repair, replacement or return.

For gas appliances, customers must not dismantle, modify or adjust safety-related components unless specifically authorised and legally qualified to do so.

Nothing in the claims procedure limits statutory consumer rights.

24. Installation and Third-Party Services

Unless expressly included in the order confirmation, the purchase price does not include installation or other services provided by third parties.

Where Saunística recommends or provides contact information for an independent installer, distributor, transport company or other service provider, the legal relationship for services contracted directly by the customer with that independent provider is normally between the customer and that provider.

This does not affect Saunística's responsibility for services that Saunística itself has contractually agreed to provide.

25. Customer Responsibility for Local Requirements

Product availability and installation requirements may vary between countries.

The customer must follow applicable national and local requirements concerning matters such as:

- LPG installations
- Gas cylinders
- Pressure regulators
- Ventilation
- Fire safety
- Building regulations
- Commercial or public sauna operation

Saunística will provide the product documentation and information required by applicable law and will reasonably assist customers with product-related questions.

Nothing in this section transfers to the customer any legal responsibility that must, by law, remain with the Seller, manufacturer or other economic operator.

26. Limitation of Liability

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by law.

In particular, these Terms do not limit:

- Mandatory consumer rights
- Statutory product conformity rights
- Liability for death or personal injury where legally attributable
- Liability arising from defective products where it cannot lawfully be excluded
- Liability for fraud, wilful misconduct or other liability that cannot legally be limited

Saunística is not responsible for losses resulting from the customer's use of a product contrary to mandatory safety instructions, provided that the loss was caused by such misuse and Saunística remains entitled under applicable law to rely on that circumstance.

27. Force Majeure and Events Beyond Our Control

Saunística will not be responsible for delays or failure to perform caused by extraordinary events genuinely outside our reasonable control, such as:

- Natural disasters
- War or armed conflict
- Government restrictions
- Major transport disruption
- Strikes
- Epidemics or pandemics
- Major supply chain interruption
- Fire
- Flood
- Other comparable extraordinary events

Where such an event affects an order, we will inform the customer as soon as reasonably possible.

This section does not remove any mandatory consumer right to terminate the contract or receive reimbursement where such a right arises under applicable law.

28. Intellectual Property

Website content, trademarks, photographs, product documentation and other intellectual property are governed by our **Legal Notice** and applicable intellectual and industrial property legislation.

The purchase of a product does not grant the customer ownership of any associated trademark, copyright, design or other intellectual property right.

29. Personal Data

Personal data is processed in accordance with our **Privacy Policy**.

Information about cookies and similar technologies is available in our **Cookie Policy**.

30. Complaints

If you have a complaint concerning an order, product or service supplied directly by Saunística, please contact us:

Saunística

C. Miguel Hernández 3
29120 Alhaurín el Grande
Málaga, Spain

Email: toni@saunistica.com

We will make reasonable efforts to resolve complaints directly and as quickly as reasonably possible.

Official consumer complaint forms (*Hojas de Quejas y Reclamaciones*) are available where required by applicable Spanish legislation.

Where an unresolved consumer dispute is eligible for an alternative dispute resolution procedure, information concerning the relevant consumer dispute resolution body will be provided where required by law.

31. Applicable Law

These Terms and contracts concluded with Saunística are governed by Spanish law.

However, where the customer is a consumer resident in another country and Saunística directs its commercial activities to that country, this choice of Spanish law does not deprive the customer of mandatory consumer protections granted by the law that would otherwise apply in the customer's country of habitual residence.

32. Jurisdiction

Any dispute shall preferably first be addressed directly between Saunística and the customer with the aim of reaching an amicable solution.

If court proceedings become necessary, jurisdiction will be determined in accordance with the mandatory rules applicable to consumer contracts.

Nothing in these Terms requires a consumer to bring proceedings exclusively before the courts of Málaga or any other location where such a requirement would conflict with mandatory consumer protection legislation.

33. Severability

If any provision of these Terms is found to be invalid, unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

Any invalid provision will be interpreted or replaced only to the minimum extent necessary to comply with applicable legislation.

34. Changes to These Terms

Saunística may update these Terms from time to time.

The Terms applicable to an order are those provided or made available to the customer when the relevant contract was concluded.

Later changes will not retroactively alter an existing consumer contract unless required by law or expressly agreed with the customer.