

RETURN & REFUND POLICY

Company: SIA STEAM SPIRIT
Registration No.: 40203637978
Email: store@steamspirit.eu
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WHO WE ARE

This **Return & Refund Policy** is issued by SIA **STEAM SPIRIT** and applies exclusively to physical Products purchased through the **STEAM SPIRIT** Online Store. Custom-made or made-to-order prefab sauna modules and project-specific sales are excluded and are governed by the applicable **General Terms & Conditions of Sale, Offer/Quotation** and related contract documents.

Our aim is to provide a transparent purchasing experience by clearly explaining the Customer's rights and our procedures regarding withdrawal, returns and refunds. This Policy forms part of the Web Store terms and should be read together with the **Distance Sales Agreement, Delivery Policy, Payment & Billing Policy** and **Privacy Policy**.

Company:

SIA STEAM SPIRIT

Registration No.:

40203637978

Registered Address:

Vasaras iela 9-3, Dreiliņi, Stopiņi Parish, Ropaži Municipality, LV-2130, Latvia

Email:

store@steamspirit.eu

Website:

www.steamspirit.eu

If you have any questions regarding your Online Store Order, delivery, withdrawal, return or refund, please contact store@steamspirit.eu. Withdrawal notices may also be sent to this address. We will handle enquiries in accordance with applicable European Union and Latvian consumer protection legislation.

1. RETURNS

- 1.1. The returned Product should be complete and, where reasonably possible, returned in its original packaging together with all accessories, manuals, documentation and other components supplied with the Product.
- 1.2. The Customer is responsible for ensuring that the Product is adequately packaged for return. The Seller shall not be liable for damage occurring as a result of inadequate packaging or an unsuitable method of transportation.
- 1.3. Unless otherwise required by applicable law or expressly agreed by the Seller, the direct cost of returning the Product shall be borne by the Customer.
- 1.4. The Seller recommends using a tracked and insured delivery service, as the Customer remains responsible for the Product until it has been received at the Seller's designated return address.
- 1.5. Upon receipt of the returned Product, the Seller shall inspect it within a reasonable period to verify compliance with this Agreement and applicable law.
- 1.6. If the Product has been used or damaged beyond what is necessary to establish its nature, characteristics and functioning, the Seller may reduce the amount to be refunded to reflect the diminished value of the Product, to the extent permitted by applicable law.
- 1.7. If the returned Product does not meet the requirements for return under this Agreement or applicable law, the Seller shall inform the Customer of the findings and the available options for further handling of the Product.
- 1.8. This section does not limit the Customer's right to make a claim in relation to a Product that is defective, non-conforming or covered by a statutory or commercial warranty. In such cases, the Warranty and Defective Products sections of the **Distance Sales Agreement** apply.

2. REFUND

- 2.1. Where a Consumer validly exercises the statutory right of withdrawal, the Seller shall reimburse the payments due under applicable law without undue delay and no later than 14 (fourteen) days from the date on which the Seller receives the notice of withdrawal. Other refunds shall be processed without undue delay in accordance with the **Distance Sales Agreement**, this Policy and applicable law.

- 2.2. Where the refund relates to a returned Product, the Seller may withhold reimbursement until the returned Product has been received or the Customer has provided satisfactory evidence of having sent it back, whichever occurs first.
 - 2.3. Refunds shall be made using the same payment method that the Customer used for the original transaction, unless the Parties have expressly agreed otherwise and such alternative method does not result in additional costs for the Customer.
 - 2.4. Where permitted by applicable law, the Seller may reduce the amount of the refund to reflect any diminished value of the Product resulting from handling by the Customer beyond what is necessary to establish its nature, characteristics and functioning.
 - 2.5. The Seller shall reimburse all payments received from the Customer, including the cost of the standard delivery option where required by applicable law. Any additional costs resulting from the Customer choosing a more expensive delivery method shall not be reimbursed unless otherwise required by law.
 - 2.6. If an Order is cancelled due to circumstances attributable to the Seller before the Product has been dispatched, the Customer shall receive a full refund of all amounts paid.
 - 2.7. The Seller does not provide refunds in cash, by cheque or by other payment instruments unless required by applicable law or where reimbursement through the original payment method is technically impossible.
 - 2.8. Where additional information is reasonably required to process a refund, the Seller may request such information from the Customer without undue delay. Such a request does not extend any mandatory statutory reimbursement deadline.
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