

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

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

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### ABSTRACT

Explosive growth in the ice bath and cold plunge equipment industry has led to the formation of several new ventures supplying cold plunge equipment. As is typical of new industries, there are few performance standards, self-regulatory bodies, and short-term incentives for companies with little investment in long-lasting brand value. This accountability void can encourage irresponsible business practices and deceptive marketing techniques.

This analysis examined 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.<sup>1</sup> Additionally, customers have been reporting to Morozko sales staff with increasing frequency that the marketing and warranty claims they read on competing websites turned out to be deceptive and underperforming in practice. These reports included complaints about defective components, the voiding of warranties via seemingly normal use, warranty duration not-as-advertised, and unexpected limitations and exclusions on repairs and returns, and excessive limitations and exclusions. Thus, customers often seek assurances from Morozko that the warranty policies stated are consistent with how they are practiced.

To satisfy these inquiries, and better understand the industry-wide warranty/return offerings and expectations, Morozko Media staff conducted this analysis.

Excluded from this analysis 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 not only more likely to break, but 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
- Odin
- Plunge
- Polar Monkeys
- Renu Therapy

## **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. In other words, it’s a promise to a customer that a seller will honor their end of the transaction: X dollars for a product that will do Y. Another function of a warranty is giving the customer an idea of how confident the seller is in the quality and performance of their products. A short, limited warranty is likely to communicate quality issues while a longer, more extensive warranty reassures the customer that the product is high quality with reliable performance expectations. Finally, discrepancies between advertised warranties and

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<sup>1</sup> [https://www.reddit.com/r/coldplunge/comments/15utyat/has\\_anyone\\_had\\_any\\_experience\\_with\\_icebathclub/](https://www.reddit.com/r/coldplunge/comments/15utyat/has_anyone_had_any_experience_with_icebathclub/)

fine print can be perceived as deceptive and lead to mistrust of sellers. Ideally, recognition of these discrepancies would occur *before* the transaction is completed but, too often, profit-driven ventures are motivated to obscure this kind of information in order to close sales, and the disconnect is only realized on the customer end when the need for warranty service or returns arises, leading to disappointment and a feeling of being taken advantage of.

That being said, warranties are not required, or even expected, to be all-inclusive. It is customary for certain limitations and/or exclusions to be included in the fine print. Reasonable examples of this include limitations on coverage for replacement filters, given dirty filters qualify as a normal maintenance issue vs a defective component, and exclusions for damage caused by misuse or abuse of product, which is no fault of the manufacturer.

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?***

The emergence of native advertising, guerilla marketing, and the success of media manipulation<sup>2</sup> 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 the peak of a trend.

Countless virtually indistinguishable cold plunge companies have flooded the market in the last several years and few of those retailers appear to understand the performance limitations inherent to the products being sold. Designing, engineering, and producing a consistently-performing ice bath (or even a standalone tub with a hose-connected chiller) requires a basic understanding of the physical capabilities and limitations of various materials, as well as a working knowledge of both water chemistry and thermodynamics. While it may be rare in modern times for the typical CEO of an online retailer to understand the technology contained in the products they sell, *someone* in the company must, or product performance and service will inevitably suffer.

It’s also important to note that the critical components comprising the vast majority of cold plunges are manufactured inexpensively overseas. The retailers of these plunges are likely passing on to their customers the costs of using unreliable, inconsistently-performing, internationally-sourced parts that are not subject to the same quality or consumer protection standards as are customary in the United States.

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

The warranty documentation and return policies posted online reflect the shortcomings of the burgeoning cold plunge industry. They typically communicate:

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

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.

## Analysis Summary

### 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.



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 are 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.
- **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.*

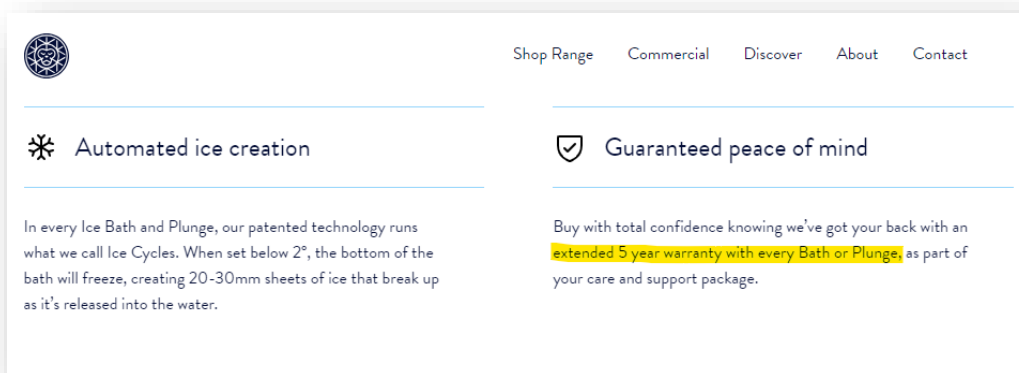
## Brass Monkey

<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.

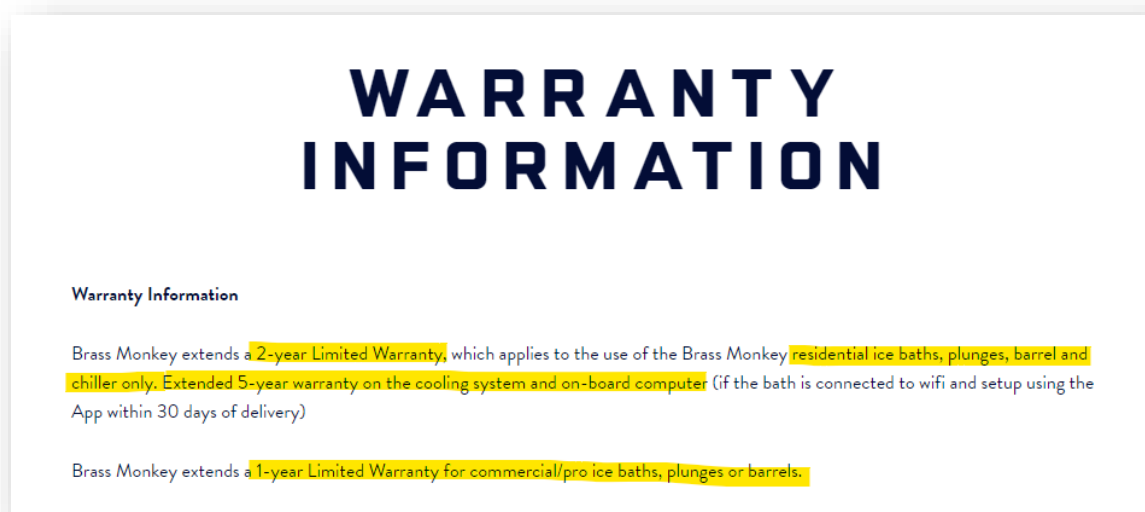
Brass Monkey advertises an “extended 5-year warranty with every Bath or Plunge.”



The screenshot shows the Brass Monkey website's warranty summary page. At the top left is the company logo, and at the top right are navigation links: Shop Range, Commercial, Discover, About, and Contact. The page is divided into two columns. The left column features a snowflake icon and the heading "Automated ice creation". Below this, it states: "In every Ice Bath and Plunge, our patented technology runs what we call Ice Cycles. When set below 2°, the bottom of the bath will freeze, creating 20-30mm sheets of ice that break up as it's released into the water." The right column features a checkmark icon and the heading "Guaranteed peace of mind". Below this, it states: "Buy with total confidence knowing we've got your back with an extended 5 year warranty with every Bath or Plunge, as part of your care and support package." The phrase "extended 5 year warranty with every Bath or Plunge" is highlighted in yellow.

Details from Brass Monkey’s online warranty document:

1. For *residential* units, **Brass Monkey’s advertised five (5) year warranty applies only to the cooling system and on-board computer** (if setup via proprietary app within 30 days of delivery.) The **warranty for all other parts** including plumbing, cladding and covers is **limited to two (2) years**.
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.**



*\*Also of note: On several product pages, Brass Monkey advertises a “2 Year Limited Warranty” and a “Guaranteed 5 Year Warranty” for the same product, which is presumed to be an error but is likely confusing for the customer. (see below)*



The screenshot shows the product page for the 'ICE BATH' by Brass Monkey. The main image is a video player showing the bath with the text: '- ICE BATH - LIMED OAK MILLBOARD + FRENCH GREY COMPOSITE 200cm x 78cm x 73cm (L x W x H)'. Below the video is a row of eight small thumbnail images. To the right, there are sections for 'Key Features', 'Materials', and 'Features'. The 'Key Features' section lists: Automated ice creation, Always on UV & filter cleaning, Temperature as low as 0°C, 9 finishes to choose from, Handmade to order in the UK, and 2-Year Limited Warranty. The 'Materials' section shows 'Top Finish: Burnt Cedar' and 'Side Colour: French Grey'. There are 'ADD TO CART' and 'TALK TO AN EXPERT' buttons. The 'Features' section lists: Feel good for life, Automated ice-creation for 0°C, Crystal-clear water with dual filtration, Low maintenance & Energy efficient, Guaranteed 5-year warranty, Handmade to order in the UK, and Appenable control & 24/7 tech support.

## 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.

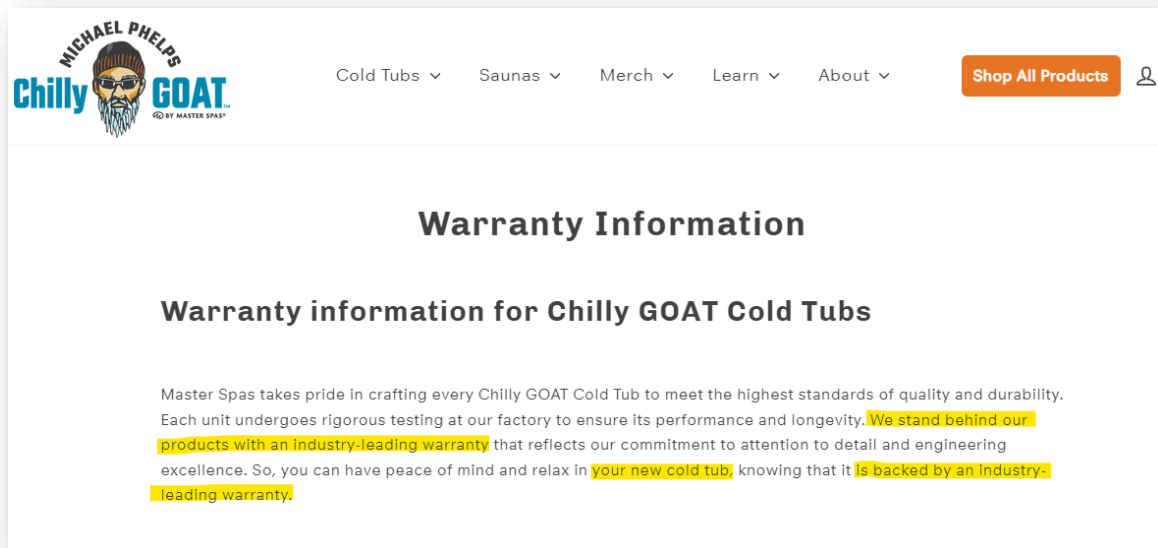
To return an item contact us at [support@brassmonkey.co.uk](mailto:support@brassmonkey.co.uk) or call us on [+441135267255](tel:+441135267255) to obtain authorisation and arrange pick-up. Collection will be at Brass Monkey's expense, please ready all original packaging but do not re-pack the unit. At collection, a Brass Monkey representative will check the condition of the unit prior to packing and returning back to our workshop.

## 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.



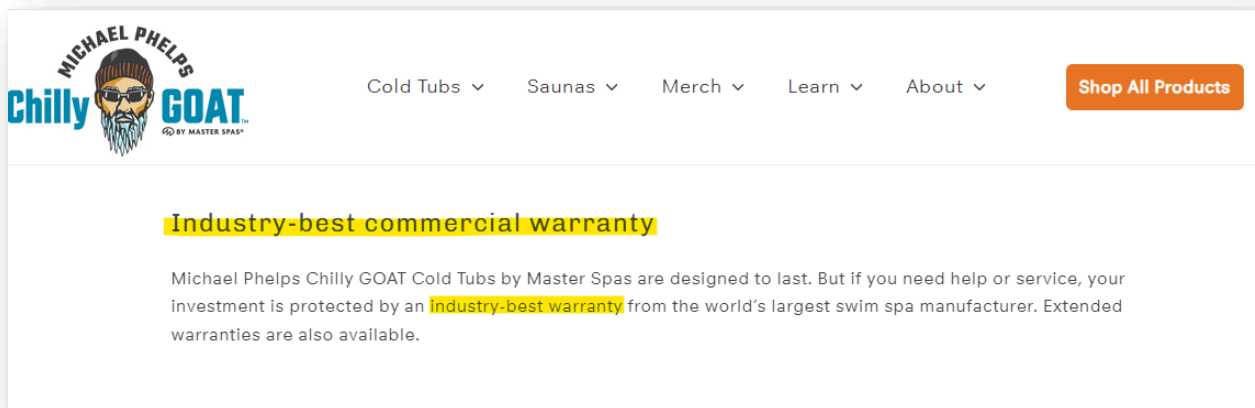
The screenshot shows the top navigation bar of the Chilly GOAT website. The logo on the left features a cartoon bearded man with a blue hat and sunglasses, with the text "MICHAEL PHELPS" above it and "Chilly GOAT" below it, with "BY MASTER SPAS" in smaller text. The navigation menu includes "Cold Tubs", "Saunas", "Merch", "Learn", and "About", each with a dropdown arrow. On the right, there is an orange "Shop All Products" button and a user profile icon.

## Warranty Information

### Warranty information for Chilly GOAT Cold Tubs

Master Spas takes pride in crafting every Chilly GOAT Cold Tub to meet the highest standards of quality and durability. Each unit undergoes rigorous testing at our factory to ensure its performance and longevity. **We stand behind our products with an industry-leading warranty** that reflects our commitment to attention to detail and engineering excellence. So, you can have peace of mind and relax in **your new cold tub** knowing that it **is backed by an industry-leading warranty.**

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 3<sup>rd</sup> party, XCover.



This screenshot shows a section of the Chilly GOAT website titled "Industry-best commercial warranty". The navigation bar is identical to the previous screenshot. The main content area features the following text:

### Industry-best commercial warranty

Michael Phelps Chilly GOAT Cold Tubs by Master Spas are designed to last. But if you need help or service, your investment is protected by an **industry-best warranty** from the world’s largest swim spa manufacturer. Extended warranties are also available.

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 and 1-year, parts-only warranty on all other components.**
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 ChillyGOATubs.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).



**MOROZKO**

**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.
- **XL & 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. There are no extraneous fees or "restocking" charges.

Details from Morozko’s warranty document:

- Original 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.
- XL & 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.

## **Odin**

<https://odinplunge.com/>

### ***Warranty***

Odin is an Australia-based cold plunge manufacturer with prices ranging from \$6400 - \$14,500+. The product line comprises two products: 1) a freestanding stainless-steel tub inside a and wooden barrel with a hose-connected chiller and 2) an ice-making ice bath.

Odin advertises a "2-year warranty" on both products with no optional extended warranty.


Details from Odin's online warranty document:

- **Warranty begins at purchase date** and, at the time of this analysis, Odin advertises a 10-week lead time to shipping. Adding another week for delivery, **more than 10% of the customer's warranty period passes before the customer receives their cold plunge** or ice bath.
- **Despite the advertised "2-year" warranty, Odin only covers one year** for the following parts in a *residential* setting: the **stainless-steel tub, jet trimmings and fittings, pump**

**seals, and spa covers** (see note #6). The **second year** of the warranty for the pump and electrical is **limited to “parts-only.”**

- **Despite the advertised “2-year” warranty, Odin covers *commercial* purchases for only one year**

## Warranty & Repair

Do you offer warranty for your products? 

Yes, when you purchase an Odin Ice Bath you automatically receive a two year Manufacturer's Warranty for Residential customers and **one year for Commercial customers.**

To find out more please read our [Manufacturers Warranty](#)

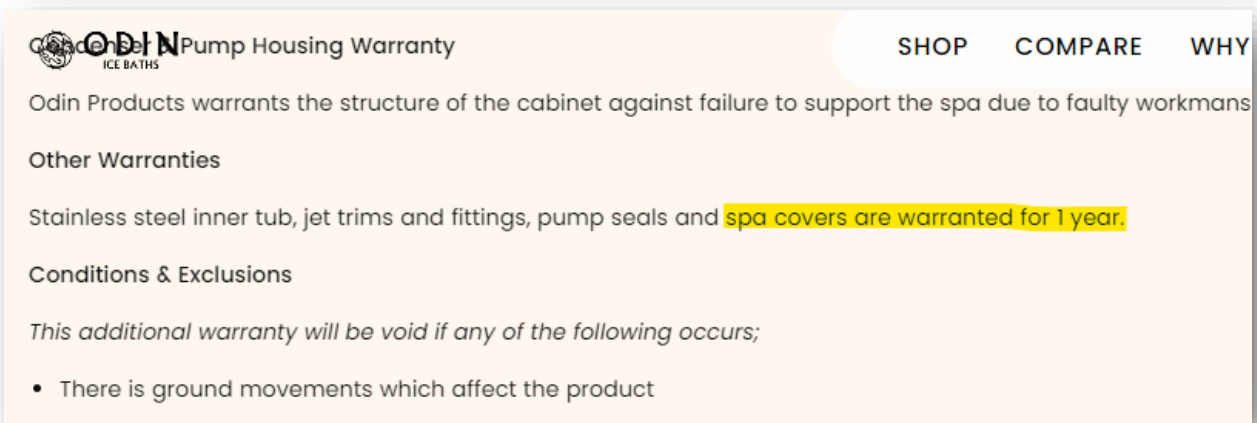
## Conditions & Exclusions

***This additional warranty will be void if any of the following occurs;***

- There is ground movements which affect the product
  - The tub has not been maintained in accordance with our recommended maintenance schedule
  - The condenser and pump housing is used as a step to enter and exit the tub.
  - There is failure to follow instructions provided by Odin at the time of install.
  - There is failure to install the product on a suitable hard level surface.
  - There is incorrect water management and/or improper chemical use.
  - There is grit or foreign materials in the water, plumbing and/or pump(s).
  - The product is run at temperatures exceeding manufacturers recommendations.
  - There is any unauthorised maintenance, repairs, alterations or modifications.
  - There is failure to provide a separate electrical circuit.
  - The wiring and installation is carried out by unqualified electricians.
  - There is failure to strictly follow manufacturers requirements and specifications.
  - The product shell has been exposed to the sun without water in the spa.
  - The filters or pipework are dirty or clogged.
  - There are termites, pests, acts of force majeure or events outside the control of Odin.
  - There is electrical blowout, voltage spikes or operation at 10V above or below 240V.
  - **The product is used for commercial purposes.**
- 
- The pipes freeze over due to seasonal climates.
  - The original customer sells the product to a private buyer.
  - The housing step does not have sufficient ventilation space 20-30cm.



- **Cost of removal and shipping of defective units** for repair or replacement **are customer's responsibility** as are shipping and reinstallation costs for replacement units.
- **Twenty (20) exclusions** of varying specificity are included (e.g. "Warranty will be void if ... "there is a failure to strictly follow manufacturers requirements and specifications" & "... there is grit or foreign materials in the water, plumbing and/or pump(s)").
- **Lid warranty coverage is unclear.** Warranty doc says both that covers are warranted for one year and that they are excluded from coverage.



Odin ICE BATHS Pump Housing Warranty SHOP COMPARE WHY

Odin Products warrants the structure of the cabinet against failure to support the spa due to faulty workmans

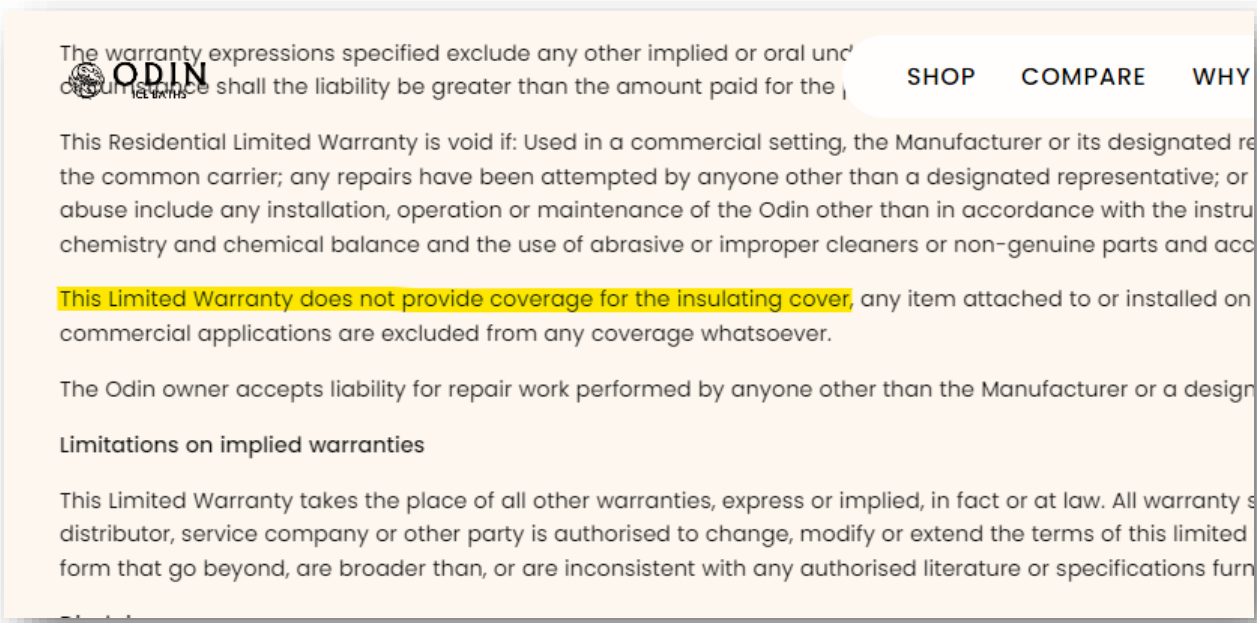
**Other Warranties**

Stainless steel inner tub, jet trims and fittings, pump seals and **spa covers are warranted for 1 year.**

**Conditions & Exclusions**

*This additional warranty will be void if any of the following occurs;*

- There is ground movements which affect the product



The warranty expressions specified exclude any other implied or oral und SHOP COMPARE WHY

Odin ICE BATHS shall the liability be greater than the amount paid for the

This Residential Limited Warranty is void if: Used in a commercial setting, the Manufacturer or its designated re the common carrier; any repairs have been attempted by anyone other than a designated representative; or abuse include any installation, operation or maintenance of the Odin other than in accordance with the instru chemistry and chemical balance and the use of abrasive or improper cleaners or non-genuine parts and acc

**This Limited Warranty does not provide coverage for the insulating cover,** any item attached to or installed on commercial applications are excluded from any coverage whatsoever.

The Odin owner accepts liability for repair work performed by anyone other than the Manufacturer or a design

**Limitations on implied warranties**

This Limited Warranty takes the place of all other warranties, express or implied, in fact or at law. All warranty s distributor, service company or other party is authorised to change, modify or extend the terms of this limited form that go beyond, are broader than, or are inconsistent with any authorised literature or specifications furn

**Returns & Refunds**

- Orders cancelled within 14 days *of purchase* (not delivery) receive a full refund of any payments made.
- **After 14 days, all order *modifications* and cancellations** are subject to a **15% “cancellation fee.”**
- **Once shipped, cancellations are subject to a 20% “restocking fee” + return shipping costs**
- **Custom orders are non-refundable**
- Returns after 14 days are accepted for defective or damaged units only and must be approved by Odin upon return of the unit to Odin AU at the customer’s expense.

## 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 is administered by third party, XCover, and costs between \$338.99 - \$768.99 dependent upon model and coverage term.

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.**

 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.

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.**

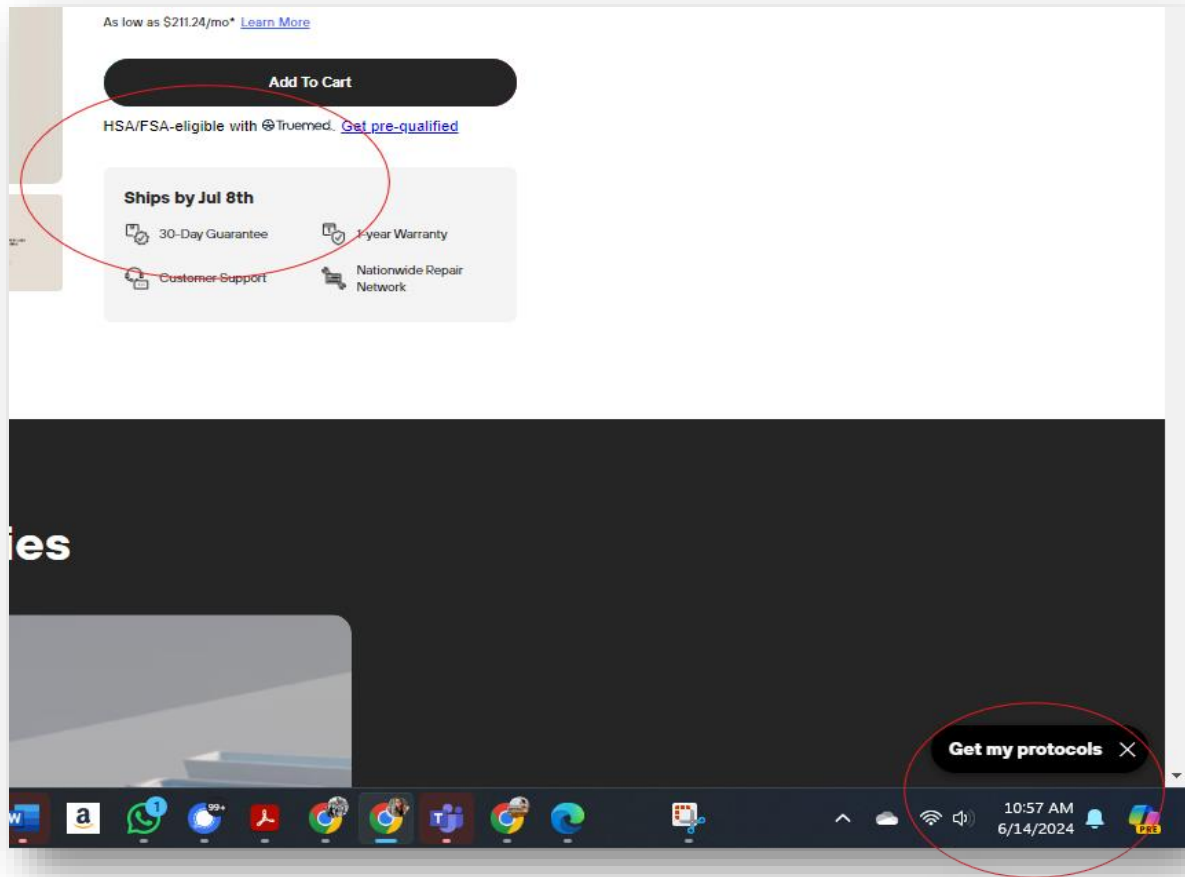
0% APR financing for 24-month with

 Cold Plunge Sauna For Business Accessories

## 1-YEAR LIMITED WARRANTY

Reboot Labs, LLC. ("Plunge") guarantees to the original consumer purchaser that the product is 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 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.



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.


**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**  
As low as \$273.44/mo\* [Learn More](#)


Add To Cart















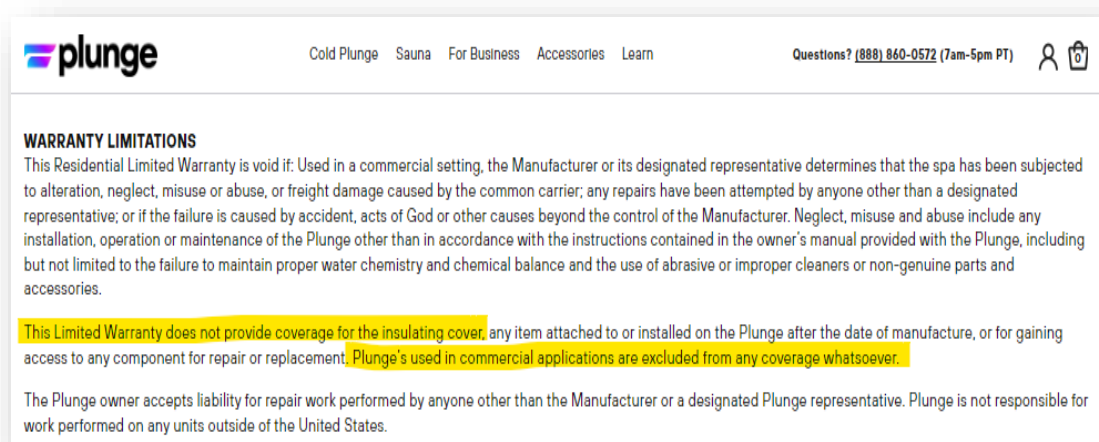
**Ships by Jul 8th**




30-Day Guarantee


1-year Warranty


Customer Support


Nationwide Repair Network



**plunge** Cold Plunge Sauna For Business Accessories Learn Questions? (888) 860-0572 (7am-5pm PT)  

**WARRANTY LIMITATIONS**

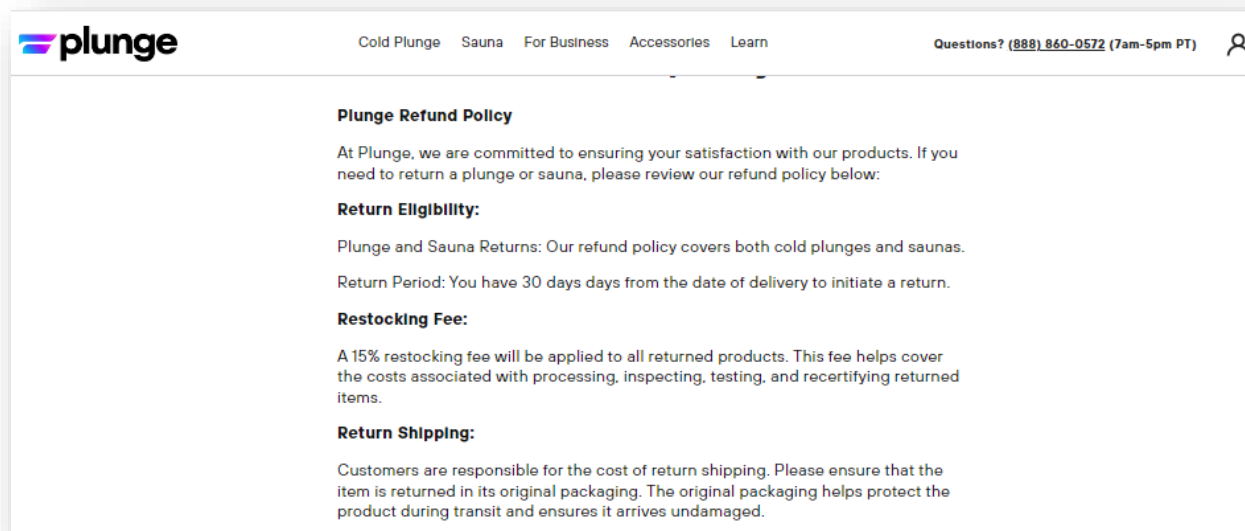
This Residential Limited Warranty is void if: Used in a commercial setting, the Manufacturer or its designated representative determines that the spa has been subjected to alteration, neglect, misuse or abuse, or freight damage caused by the common carrier; any repairs have been attempted by anyone other 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.

## Returns & Refunds

- Plunge allows returns up to 30 days from delivery date.
- **Returns are subject to a 15% restocking fee and return shipping costs are paid by the customer.**
- There is **no cancellation policy** available online.



**plunge** Cold Plunge Sauna For Business Accessories Learn 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:

- Multiple disclaimers and indemnifications clauses (CAPS & bold added to quotes for emphasis), e.g. This section of the warranty document entitled “***NO WARRANTY***”




***“The product is sold as is without any warranty, either expressed or implied (other than the limited warranty described herein). YOU WILL BEAR THE ENTIRE EXPENSE of repairing or correcting any defects that may presently exist or that may occur in the product.***

***“PMS and the dealer make NO WARRANTIES, representation, or assurances THAT THE PRODUCT CONTAINS contains only ORIGINAL MANUFACTURER installed or manufacturer rebuilt components, PARTS, or accessories.***

***“PMS makes NO CLAIMS, representations or guarantees whether express or implied, AS TO the SAFETY, RELIABILITY, DURABILITY, and PERFORMANCE of the product.***

***“The products sold by PMS have been SUBJECT TO LIMITED TESTING ... Any performance specifications are believed to be reliable but are not verified and you must conduct and complete all tests on his or her own.”***



← → ↻ polarmonkeys.com/pages/warranty ☆ 📄 🌐 ⋮


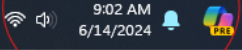
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## NO WARRANTY

Polar Monkeys Studios, LLC (PMS) makes no warranty (other than the limited warranty described herein), representation, or guarantee regarding the information contained herein or the suitability of its product for any particular purpose, nor does PMS assume any liability whatsoever arising out of the application or use of its product or related accessory. PMS makes no claims, representations or guarantees whether express or implied, as to the safety, reliability, durability, and performance of the product. The products sold by PMS have been subject to limited testing and should not be used in conjunction with mission critical equipment or applications. Any performance specifications are believed to be reliable but are not verified and you must conduct and complete all tests on his or her own.

The product is sold as is without any warranty, either expressed or implied (other than the limited warranty described herein). You will bear the entire expense of repairing or correcting any defects that may presently exist or that may occur in the product. Any dealer selling the product shall not have any responsibility for consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages with respect to any defect or malfunction or unfitness or other deficiency of this product. PMS and the dealer make no warranties, representation, or assurances that the product contains only original manufacturer installed or manufacturer rebuilt components, parts, or accessories.

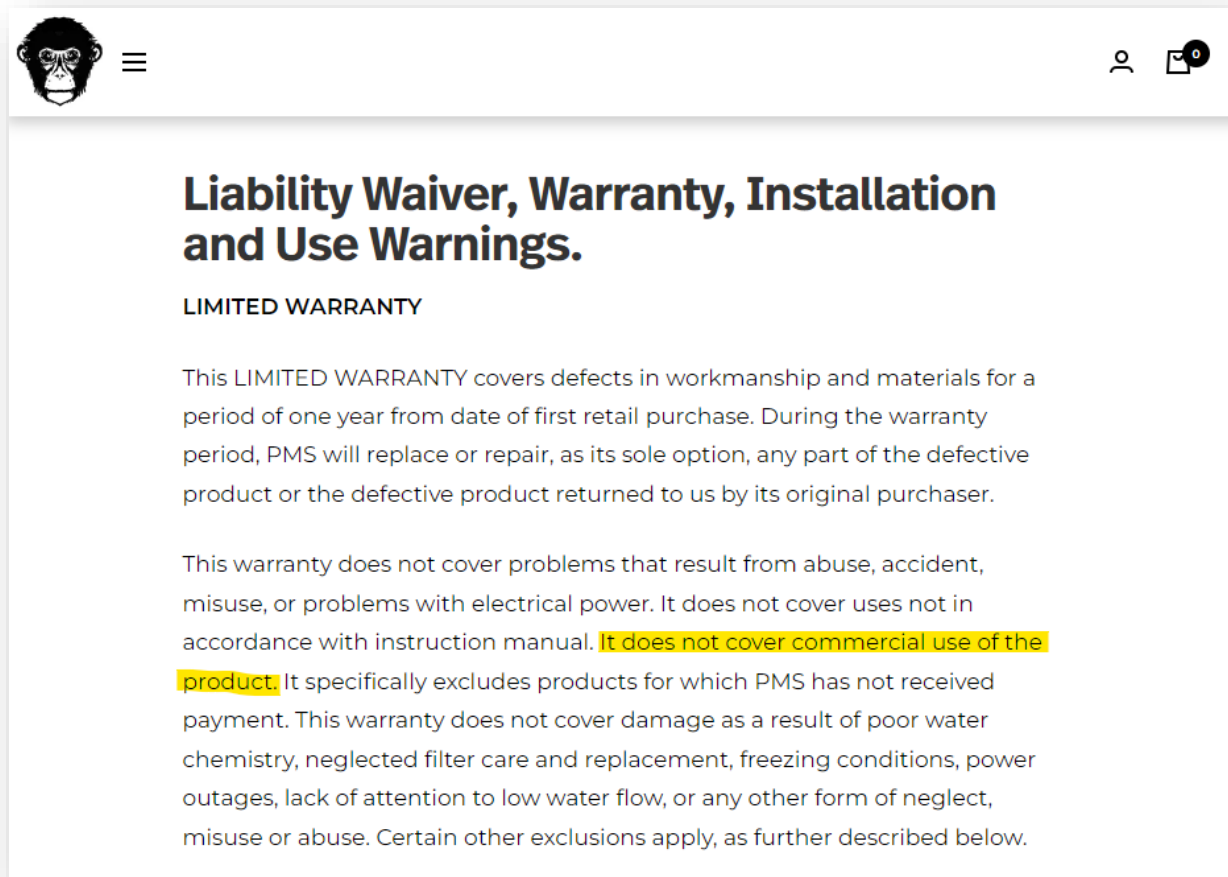
 

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- **The 1-year warranty begins at the date of *purchase* and units are advertised to take 1-5 weeks to ship. That means that roughly 4% - 11% of the warranty period passes before the customer even receives their cold plunge.**



- Polar Monkeys advertises their products for commercial use yet excludes commercial use in the limited warranty documentation.



**Liability Waiver, Warranty, Installation and Use Warnings.**

**LIMITED WARRANTY**

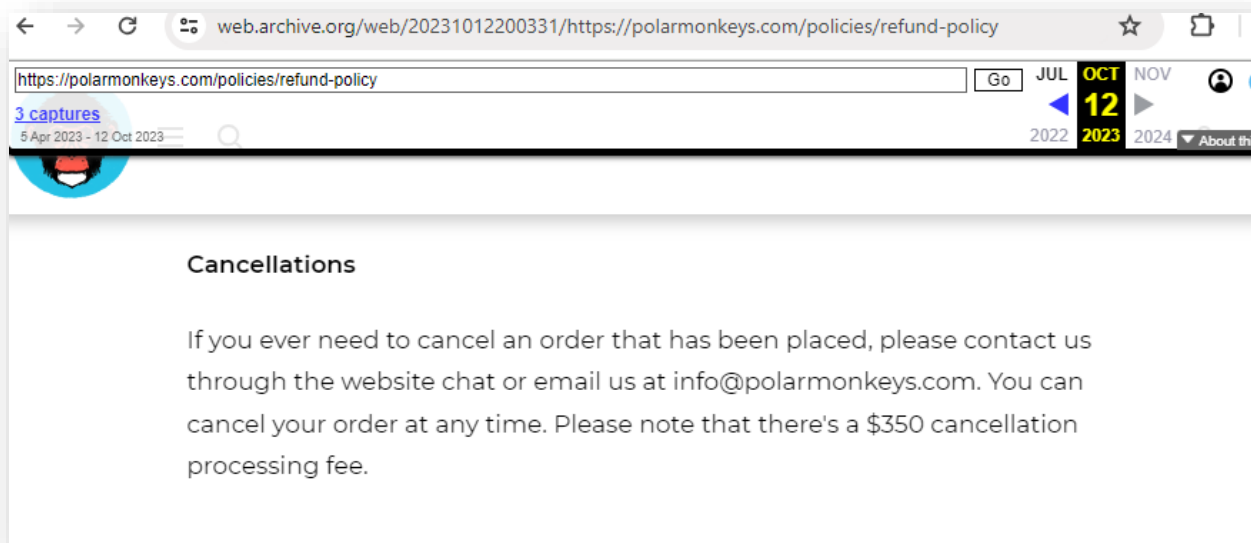
This LIMITED WARRANTY covers defects in workmanship and materials for a period of one year from date of first retail purchase. During the warranty period, PMS will replace or repair, as its sole option, any part of the defective product or the defective product returned to us by its original purchaser.

This warranty does not cover problems that result from abuse, accident, misuse, or problems with electrical power. It does not cover uses not in accordance with instruction manual. **It does not cover commercial use of the product.** It specifically excludes products for which PMS has not received payment. This warranty does not cover damage as a result of 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. Certain other exclusions apply, as further described below.

- **Customers pay all associated costs for replacement of defective parts or tubs**
- Warranty claims are handled by phone and customer performs the work.

### *Returns & Refunds*

- Returns require prior authorization and can be requested within 30 days of delivery.
- **All returns are subject to a 15% “restocking” fee.**
- **Product must in its original condition and packaging.** Used products cannot be returned.
- **Customer pays all return shipping costs.**
- Cancellation policy is no longer available online and PMS requests that customers contact them for cancellation information. The most recent website archive from October 2023 specifies a \$350 “cancellation processing fee.”



## 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.”



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 and costs 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.**

*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).*

renuthery.com/pages/warranty-terms


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

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



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 restocking 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

Support

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|  |  |   |
|--|--|---|
| Exterior Dimensions (LWH): 70"x33"x35"<br>Tank Dimensions (LWH): 40"x25"x31"<br>✓ 6 Body Colors / 6 Breath Deck Options<br>✓ Super Tough, Weather-Proof Plastic Construction<br>✓ Hot/Cold Water Functionality (37-104F)<br>✓ Touch Screen & Wifi App Control<br>✓ Upgraded Dual Filtration with Quick Swap<br>✓ Included Programmable Multi-Color Lighting<br>✓ Includes Insulated All-Weather Spa Cover<br>✓ 5-Year Limited Warranty<br>✓ Free Standard Shipping with USA<br>✓ Current Lead Time: 4-8 Weeks for Natural Wood Breath Decks<br>6-12 Weeks for all Decks. | LEARN MORE ><br>Exterior Dimensions (LWH): 70"x33"x35"<br>Tank Dimensions (LWH): 40"x25"x31"<br>✓ 6 Body Colors / 4 Breath Deck Options<br>✓ Super Tough, Weather-Proof Plastic Construction<br>✓ Cools Water Down to 36F<br>✓ Temperature Adjustment on Internal Chiller<br>✓ 50-Micron Internal Water Filter<br>✓ Optional Lighting with Red/Blue Lens Options<br>✓ Standard Plastic Tub Lid<br>✓ 5-Year Limited Warranty<br>✓ Free Standard Shipping within USA<br>✓ Current Lead Time: 3-6 Weeks | LEARN MORE ><br>Exterior Dimensions (LWH): 80"x34.375"x37"<br>Tank Dimensions (LWH): 48"x24"x30"<br>✓ 5 Body Colors / 4 Breath Deck Options<br>✓ Weather-Treated Wood Body Construction<br>✓ Cools Water Down to 39F<br>✓ Temperature Adjustment on Internal Chiller<br>✓ 50-Micron Internal Filter<br>✓ Optional Lighting with Red/Blue Lens Options<br>✓ Insulated Vinyl Cover<br>✓ 1-Year Limited Warranty<br>✓ Free Standard Shipping within USA<br>✓ Current lead time 4-8 weeks |
|--|--|---|

CUSTOMIZE CUSTOMIZE CUSTOMIZE

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


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



**2. Choose Breath Deck Color:**  
Shou Sugi Ban - Tiger Stripe - Indoor Only (+\$500)



Bianco Romano Granite / Shou Sugi Ban - Tiger Stripe

