



Terms & Conditions

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Payment Terms

Payment in full is due upon receipt unless noted on the invoice. SALT Chamber accepts cash, check, and wire transfers direct into our account. Credit cards are accepted for professional services and some wholesale salt purchases only unless an exception has been made. SALT Chamber's published prices reflect a 3% discount on all cash payments. Given most of our equipment and décor are custom orders, all sales are final with no returns, exchanges or cancellations. Upon payment, the Customer accepts the Salt Chamber, LLC terms and conditions.

Halogenerator Equipment Warranty

Our SALT FX® halogenerators are covered by our Manufacturer's warranty and serviced by the Exclusive Distributor, SALT Chamber, LLC. This is a limited warranty that covers defects in the manufacture, materials, and components of the SALT FX® halogenerators. This limited warranty applies to the proper operating, maintenance, and climate conditions as outlined in their respective operating manual. It is the responsibility of the Customer to read, understand, and operate the SALT FX® halogenerators according to the manual. Modifying the equipment, or operating and maintaining the equipment without the proper conditions and maintenance violates this warranty.

The warranty commences upon Customer's receipt and delivery of equipment. Length of warranty is itemized on Customer's Final/Paid Invoice from SALT Chamber, LLC. Our service center is open Monday thru Friday from 8:30 am to 5:00 pm (EST). For any issues or troubleshooting, please call our Main Office at 561-425-SALT (7258) or 1-855-LUV-SALT (588-7258). All issues will be responded to within 24 hours or sooner during the above hours. There may be some response during non-business hours, but that is not to be expected. Some Halogenerator models include a spare parts kit. If the issue(s) cannot be resolved via troubleshooting and additional and/or other replacement parts are necessary, SALT Chamber will then send the appropriate parts via UPS/USPS standard delivery (expedited delivery is not included but can be requested at the Customer's expense). Any replaced parts must be packaged and returned by the Customer with the proper Return Authorization form provided by SALT Chamber, LLC. The warranty can be transferred to new ownership provided that the Customer notifies SALT Chamber prior to the sale and transfer of the SALT FX®. New Ownership is responsible for proper installation, operation, and maintenance according to the specifics of the manual.

SALT Chamber, LLC is responsible for only the part(s) and labor associated with the halogenerator. SALT Chamber shall not be liable to the Customer for compensation, reimbursement or damages for the loss of prospective profits or anticipated sales, or because of any expenditure, investment or commitment made in connection with the business or goodwill of either party or for any other reason. The Company shall not be liable for special, incidental, or consequential damages of any kind under any circumstances whatsoever.

SALT Booths®

The Multi SALT FX® halogenerator that is included with SALT Chamber's SALT Booths® is covered under the Manufacturer's warranty (see above). The furniture SALT Booth® is covered for any damages or defected parts or operation, once received and inspected by Customer. Should there be any defects in the shipping or the production of the furniture and components, it is the responsibility of the Customer to immediately notify SALT Chamber upon inspection. SALT Chamber will provide the solution and approval if a local technician is needed to handle the situation and/or if any claims need to be made.



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Salt Décor Bricks and Panels

The Himalayan salt utilized for our salt décor installations is a natural, earth-formed material that has existed for over 200 million years and will not deteriorate unless constantly exposed to moisture and/or humidity levels over 50%. Our Architectural, Select and Custom Himalayan bricks are hand cut from salt rocks to form various sizes and types of bricks. Similar to natural elements, these bricks can vary in color variations from light pink to a darker pink and from a lighter white to a darker white. Because these products are mined in nature and then shaped by hand in Pakistan, the bricks may not be exact sizes so consideration should be given when it comes time for installation. SALT Chamber does sort the bricks by color variation and quality inspects the bricks prior to shipping. Our custom-made Himalayan Salt Panels are made from 100% raw non-processed Himalayan salt in various grain sizes, pebbles and chunks and are molded to a 22" x 22" tile that can be easily screwed, cut, and sawed. Customers should inspect their shipments upon delivery and report any damage that may occurred immediately by contacting SALT Chamber.

Salt Décor Installation Warranty

SALT Chamber can supply Himalayan salt décor and installation materials and methods, however, SALT Chamber does not warranty the actual installation of the salt décor provided by a third party contractor/vendor/individual. SALT Chamber guarantees only SALT Chamber provided on-site installation of the salt décor for two years providing that the Customer is operating the salt room under the proper guidelines and environmental conditions. The LED lights supplied by SALT Chamber are covered by their Manufacturer's warranty for parts only. Any labor or additional costs incurred related to replacing the warrantied LED lights are the responsibility of the Customer. No other installation material (such as adhesive, acrylic, etc.) is subject to the warranty.

Shipping & Delivery

Shipping estimates or quotations are calculated based on the description, projected size, the weight of the shipment, and prices given to us by the carriers. All estimates quoted and/or invoiced are based upon conditions prevailing at the date of invoicing or quotation and could vary based on actual shipping day due to weather, road conditions, fuel rate changes, etc., therefore SALT Chamber reserves the right to amend or adjust the original quoted amount or re-invoice the Customer. Unless otherwise specified, shipping is estimated with the lowest cost carrier and includes a curbside lift gate delivery surcharge and insurance fees. Additional fees may apply for other charges including appointment delivery, reweighs and reclassifications, "white glove" inside delivery or various other accessorial services, and they must be specifically requested of SALT Chamber.

SALT Chamber relies on Third Parties for freight, and logistics and delivery times, even with guaranteed times and promises from the respective carriers, are not controlled or managed by SALT Chamber. If there are delays in deliveries, SALT Chamber shall not be liable, and the Customer agrees to accept such deliveries when made. If SALT Chamber is unable to deliver material for any of the following causes; inadequacy of labor, fuel, power, materials, facilities, strikes, lockouts, war, blockages or embargoes, acts or requirements of any State or beyond reasonable control of SALT Chamber, whether of a similar or different nature than the foregoing, then SALT Chamber shall not be liable for any liability for such delays or actions.

Claim Information

SALT Chamber shall use reasonable care in its selection of third parties; advice by SALT Chamber that a particular person or firm has been selected to render services with respect to the goods, shall not be construed to mean that SALT Chamber warrants or represents that such person or firm will render such services nor does SALT Chamber assume responsibility or liability for any action(s) and/or inaction(s) of such Third Parties and/or its agents, and shall not be liable for any delay or loss of any kind, which occurs while a shipment is in the custody or control of a Third Party or the agent of a Third Party; all claims in connection with the Act of a Third Party shall be brought solely against such party and/or its agents; in connection with any such claim, SALT Chamber shall reasonably cooperate with the Customer, which shall be liable for any charges or costs incurred by the SALT Chamber.



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SALT Chamber may assist in the claim filing process. If SALT Chamber is involved, they will use commercially reasonable efforts to assist and cooperate with the Customer to investigate and process with the Carrier any freight loss or damage claims occurring during the transportation services rendered to such Customer. The Carrier liability and claims process for any cargo damage, loss, or theft from any cause shall be determined under the Carmack Amendment, 49 U.S.C. 14706 and 49 C.F.R. §370.1 et seq. respectively. Customer agrees SALT Chamber is not liable for any damages.

Inspection of Goods

As soon as goods are delivered to the Customer, Customer shall inspect the goods, whether or not the inspection of the goods is difficult due to size or the goods or manner of packaging of the goods. Notice in writing shall be given within 48 hours of receipt of goods of any defects or omissions. Failure to give written notice specifying in detail the objections of the Customer, within 48 hours after receipt shall constitute irrevocable acceptance of the goods. Goods subject to a complaint must be kept intact and protected as directed by the shipping Carrier. If the shipment of the goods is postponed or delayed by the Customer for any reason, the Customer agrees to reimburse SALT Chamber for any and all storage costs and other additional costs resulting therefrom. Claims for shortages or other non-conforming goods must be made in writing to SALT Chamber within forty-eight (48) hours after receipt of shipment at destination. Failure to give such notice shall constitute unqualified acceptance and a waiver of all such claims by the Customer.

Turnkey Projects (If applicable)

SALT Chamber will provide the Turnkey scope of services described above and agrees to devote appropriate working time and efforts to the business and affairs of the Customer and the full and timely performance of its duties and responsibilities. The Turnkey Project is not contingent on whether Customer proceeds with its proposed project and/or business. The Fee does not include travel and out of pocket expenses. If there are any travel or out-of-pocket expenses they be billed at cost with Customer with prior approval. To the extent that the Customer desires to open more than one location, the Company may enter into a new Consulting Agreement with Company governing the additional location(s).

SALT Chamber does not represent, warrant or guarantee that the Customer will attain any level of success or income. Success in any endeavor is based on many factors individual to you. SALT Chamber does not know your skills, your prior experience, the time you can and will devote to the endeavor or whether your location will impact your business. There is no guarantee that Customer will earn any money using any of the ideas presented or materials or equipment utilized. Many factors will be important in determining Customer's actual results and no guarantees are made as to results Customer will achieve. Customer agrees that Company will not share in Customer's success, nor will we be responsible for Customer's failure or for Customer's actions in any endeavor Customer may undertake.

The Customer understands and acknowledges that the Confidential Information has been developed or obtained by SALT Chamber by the investment of significant time, effort and expense, and that the Confidential Information is a valuable, special and unique asset of SALT Chamber which provides SALT Chamber with a significant competitive advantage, and needs to be protected from improper disclosure. In consideration for the receipt by the Customer of the Confidential Information, the Customer agrees to keep this information confidential, and not disclose, distribute or share without expressed written permission. SALT Chamber also will keep information shared and provided by the Customer as confidential.