

# **AUSSIE FITNESS EQUIPMENT WARRANTY – 1<sup>st</sup> of JULY 2021**

## **DOMESTIC FITNESS PRODUCT WARRANTY**

### **WARRANTY – TERMS & DEFINITIONS**

#### **Definition of Warranty**

When purchased from Aussie Fitness Equipment the warranty shall guarantee that all framework and components of your product are free from defects or faulty manufacture. All faulty framework and components will be repaired, replaced or supplied free of charge as set out in this policy. All warranties in this policy apply to **INDOOR HOME / DOMESTIC USE ONLY** except where otherwise stated.

These warranties do not apply to products used in commercial use applications. Warranty **DOES NOT** cover normal wear & tear and excludes faults due to misuse, abuse, incorrect assembly, or lack of general maintenance. Warranty is applicable to products sold and placed within Australia only.

**\*\*\* Note: - Lifetime refers to the warranty coverage of the unit's expected service life, not the lifetime of the purchaser. For Home use equipment we deem Lifetime to be 7 Years.**

**Warranty Terms** - Warranty commences from the date of sale from the retail store. Warranty only applies to the original purchaser and is non-transferable. Warranty is void if the serial number of the product has been removed or tampered with.

#### **Warranty does not apply to defects, faults or failures due to:**

- Ordinary wear and tear.
- User negligence, abnormal or excessive use, misuse, abuse or transport damage.
- Accident, fire, or malicious damage.
- Repairs, Alterations or modifications by a NON - AUSSIE FITNESS EQUIPMENT authorised service technician.
- Defects caused during assembly or failure to assemble according to the assembly manual provided. Assembly errors include but are not limited to damaged wiring harness, stripped crank arms and / or pedals and bolts used in the wrong locations.
- Lack of general maintenance and or failure to service or maintain the equipment in accordance with the user manual specifications and recommendations. For treadmills this includes a lack of lubrication between the deck and the running belt and or incorrect alignment / adjustment of treadmill belts that result in damage.
- On selling of equipment. The warranty applies to the original owner of the product and is deemed to be void if product is given away or on sold to someone else other than the original owner.
- Any products sold or placed in an application or the incorrect environment that is not recommended by or as stipulated in the owner's manual such as a Commercial environment will void the warranty set forth by Aussie Fitness. Aussie Fitness will have the option to repair and or replace any product which requires attention under the warranty.

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## **Warranty Definitions**

Frame: Covers the entire steel main frame structure and welds.

Treadmill Motor: Covers the main drive motor.

Parts: Covers all other electronic and mechanical parts, including braking systems, tension motors & incline motors.

**\*\*\*\* Please note that Authorised service technicians do not reside in all areas of the country. If you live beyond the reasonable service area of a metropolitan area\*, Aussie Fitness Equipment may not be able to support the labour portion of the product warranty. Alternatively, you can return your product to the place of purchase or the closest Aussie Fitness branch.**

**\*Metropolitan Area - Defined as no more than 100km from G.P.O. in all capital cities.**

**Should an Authorised service technician be requested, and the issue deemed by them as “non-warranty” the quoted price will be charged.**

An original retail store receipt of purchase is required to activate your warranty.

**Proof of Purchase** – This is a very important piece of information for the service team.

This identifies the date of purchase which will help the service team determine whether a product falls within the guidelines of the warranty.

A copy of your receipt can be requested from Aussie Fitness Equipment at any time.

**Servicing / Spare Parts** - As with any mechanical equipment general maintenance should be performed on a regular basis by an authorised retailer or service technician. This will ensure longevity of the product and ensure that it is kept working in optimum condition. Failure to properly maintain your equipment may lead to safety issues and may also void the warranty.

In order to maintain your product warranty and to ensure the safe and efficient operation of your Aussie Fitness Equipment product only genuine replacement parts should be used. This warranty may be voided if any parts other than those provided by Aussie Fitness Equipment are used.

**Freight Costs** - The cost of freighting the replacement part under warranty shall be free of charge. Your requirement is to return faulty parts via the pre-paid envelope provided, otherwise a charge may apply.

**Chargeable Items** - Parts & labour outside of warranty terms will be charged accordingly and parts will include a freight cost.

**Returned Goods** - The unauthorised return of parts or product shall be refused and placed in the hands of the carrier at the cost of the shipper. Return Authorisations can be obtained from Aussie Fitness Equipment.



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**Disclaimer** - Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a 'Major Failure' and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have goods repaired or replaced if the goods fail to be of an acceptable quality and the failure does not amount to a major failure.

Aussie Fitness Equipment does not assume, nor authorise any representative or other person to make or assume for Aussie Fitness Equipment, any warranties whatsoever, whether expressed or implied, in connection with the sale, service, or shipment of our products.

Aussie Fitness reserve the right to make changes and improvements in our products and specifications without incurring any obligation to similarly alter products previously purchased.

This warranty operates in addition to other rights and remedies available to consumers' rights under the Australian Consumer Law.

