

BALANCED BODY INC. - LIMITED WARRANTIES, EXCLUSIONS & RETURNS

Balanced Body warrants and represents that the products listed below shall be free from defects in materials or workmanship for the duration of the warranty period for such product. This warranty extends only to the original Buyer. At Balanced Body's sole option, we will repair, replace, or refund the purchase price of any defective product covered by the foregoing warranty.

Any return of products to us pursuant to the foregoing warranty is sometimes referred to in these Terms and Conditions of Sale as a "Warranty Return."



LIMITED WARRANTIES

Lifetime Warranty

Standard¹ wood frames on all Reformers, Trapeze Tables and Reformer Trapeze Combinations. Allegro® Reformer, Allegro Nextgen Reformer™ frames, towers and footbars.

¹A standard frame is defined as a frame that has not been modified or altered from its original specifications by Balanced Body.

10 Years from date of Invoice

Allegro® 2 Reformer frame, Bravo Reformer™ frame, Ladder Barrels, Step Barrels, Wunda Chairs, Combo Chairs, Arm Chairs, Wall Towers, Ped-o-Pull, Springboards, Towers, Foot Correctors, Contrology® Reformer and Contrology® Cadillac frames, Contrology® Reformer Tower, Contrology® Chairs, Contrology® Ladder Barrel, Contrology® Ped-o-Puls. See exclusions below.

5 Years from date of Invoice

Rialto™ Reformer frame, Rialto™ Reformer Tower, CoreAlign®, Orbit™ and EXO® Chair. See exclusions below.

3 year from date of Invoice

Custom² wood frames on all Reformers, Trapeze Tables and Reformer Trapeze Combinations.

²A custom frame is defined as a frame that has been modified or altered by Balanced Body from its standard specifications to meet the customer's requests."

2 Years from date of Invoice

Metro IQ® Reformer (for non-commercial use), and moving parts on all Reformers have a limited warranty to 2 Years from date of Invoice. Balanced Body Signature Springs™ are also limited warranty to 2 years from date of

invoice, or after 3,000 hours of usage (whichever comes first) for springs used in settings with 4 Reformers or less. For usage in a group setting of 5 or more Reformers, Signature Springs have a limited warranty of 1 year from date of invoice.

1 Year from date of Invoice

Wood storage furniture, rotator discs, oversized standing platforms, Spring Circle, Flex Ring Toner®, MOTR®, Bodhi Suspension System®, Konnector®, all SISSEL® products, Oov®, a Pilates Arc®, Clara Barrel Lite and Sitting Box Lite.

90 day from date of Invoice

Ultra-Fit Circle®, Slastix®.

The **fabric and upholstery** on Balanced Body Equipment will be replaced if it fails under normal wear within 90 days of date invoiced. Proof of damage will be required. This warranty does not cover cuts, burns, stains, soiling, pet damage, damage to fabric caused by abrasive, corrosive or chemical cleansers, damage to fabric caused by zippers, snaps or other apparel adornments, or damage caused by other unreasonable use. If the identical fabric is not available, the Company will provide an equivalent fabric.



EXCLUSIONS

The Limited Warranties above do not cover:

- resistance tubing,
- inflatable balls or
- casters.

Also not covered:

- normal wear and tear;
- damage caused by failure to follow instructions, misuse, abuse, modification, unauthorized repair;
- scratches to the finish,
- or tears or indentations in the upholstery or foam, whether covered by upholstery or overmolded.

Exclusions & non-returnable Items:

- All Balanced Body Springs,
- Loops, Hands and Feet Straps, Fuzzies, Handles
- Vinyl Covers

Exclusion of all other warranties:

Except for the limited warranties detailed above, Balanced Body expressly disclaims all other warranties, whether express or implied, including any implied warranties of merchantability, quality or fitness for a particular purpose.

Balanced Body assumes no responsibility whatsoever with respect to the use or disposition of its products by Buyer.

No oral or written information or advice given by Balanced Body or any of its representatives shall create a warranty, whether express or implied, or in any way alter the scope of this exclusion of warranties.

Some jurisdictions do not allow the exclusion of implied warranties, so the exclusions contained in this paragraph may not apply to you. In such event, any implied warranty shall be limited in duration to ninety (90) days from the date of invoice or to the minimum period prescribed by law.

By accepting delivery of any product, buyer acknowledges and agrees that Balanced Body has made no representations or warranties, express or implied, to or for the benefit of Buyer which contradict any of the foregoing.



WARRANTY RETURN PROCEDURE

For all returns based on the Limited Warranties detailed above, Buyer must call Balanced Body Customer Service at 916-388-2838 to receive a Return Merchandise Authorization (RMA) number.

- The RMA must be clearly marked on the outside of the package of any returned items. Balanced Body does not accept responsibility for items returned without an RMA number clearly marked on the outside of the package.
- Proof of purchase must accompany all returns.
- Balanced Body must receive the returned items within thirty (30) days from the date on which you receive the RMA number.
- Buyer pays return shipping costs for warranty returns, Balanced Body pays the cost of shipping the replacement item to the Buyer.
- In the event that Balanced Body determines, in its sole discretion, that any product returned to us (i) is not under warranty, (ii) does not satisfy the conditions for Warranty Return contained above, or (iii) is returned without following the Warranty Return Procedure, Buyer (or sender) shall be solely and fully responsible for the cost of freight and insurance to return the product to Buyer (or sender).

If you purchased your Balanced Body equipment from Balanced Body Poland, you can take advantage of the warranty through us.

Contact us:



contact@balanced-body.pl



balanced-body.eu/warranty

Source: www.pilates.com/warranty