



National Warranty Policy Effective July 10, 2007

General Terms

- Warranty commences date of sale from store
- Proof of purchase is required for warranty activation.
- Internet sales require the item returned to the place of purchase.
- Repair, replacement and adjustment is not available for defects, faults or failures due to:
 - Ordinary wear and tear; user negligence, misuse or abuse, accident, fire, or malicious damage by a third person; alterations or modifications by a non-authorized service technician.
 - Failure to service the equipment in accordance of the user manual specifications and recommendations.
 - Rusting of equipment
- All equipment is warranted for domestic use only.
- For all claims outside of a 70km radius from Capital cities a labour charge may be incurred.

Chargeable Items

Labour cost outside of warranty period is **\$65 call out** and **\$55 per hour**.

- Parts outside of warranty period or conditions will be charged accordingly and will include a freight cost.
- Products of *The Fitness Generation* (TFG) that are used in a rental or hire situation will not qualify for normal warranty conditions. (Products in a rental or hire environment will receive normal parts conditions but not labour)

Warranty Types

On-site warranty. For products purchased within a 70km radius of Capital cities an onsite service is provided.

Return to base warranty applies to products outside of the 70km zone unless otherwise specified in cases where a local service technician may be available.



Policy of Retailers / Distributors in Detail

(i) **Proof of Purchase**

The customer needs to provide proof of purchase before any warranty work or parts will be provided. An official invoice from TFG or retailer's invoice is the only means by which proof of purchase can be accepted. This invoice should at all times state the serial number of the product if available at the time of purchase.

(ii) **Definition of Warranty**

The warranty shall guarantee that all components are free from defects or faulty manufacture for a period stated pertaining to a particular brand. All faulty components shall be replaced or supplied free of charge as set out in this policy. All warranties in this policy apply to home use only. These warranties do not apply to products used in light institutional or commercial use. Warranty does not cover normal wear & tear.

(iii) **Freight Costs**

The cost of freighting the replacement part under warranty, or component to the customer shall be free of charge. The cost of freighting products or parts to TFG shall be at the expense of the customer, unless within D.O.A period (see below)

(iv) **Metropolitan Area:**

Defined as no more than 70km from G.P.O. All capital cities apply.

(vi) **Non-Metropolitan**

Defined as all products must be returned to shop of purchase or nearest branch of TFG (whichever is closer)

(vii) **Serial Numbers**

Serial numbers must be recorded on the invoice for warranty to be valid.

(viii) **Returned Goods**

The unauthorised return of parts or product shall be at the expense of the customer or retailer. TFG will not be liable for the freight or return of the product.

(ix) **D.O.A (Dead on Arrival)**

"D.O.A" applies to products which have a major fault within 14 days of customer purchase. These products may be repaired or replaced at the discretion of TFG.

(x) **Turnaround Times**

It is the intention of TFG to attend to all repairs within 96 hours of unit inspection, dependant on parts availability and lead times for "Return to Base" products.

In the event TFG can not access parts for a service request, TFG will commit the following compensation:

- 1) For a waiting period of more than 30 days, TFG will provide a similar piece of equipment as a replacement free of charge on the condition that the original item is available for collection in new condition. TFG will also provide two months extension to the original warranty.

Healthstream

4 years* parts (strength to be mailed)

1 year labour

Lifetime frame

Lifetime on Drive Motor

*Extension from 2-4 years parts warranty offered upon registration online

www.healthstreamfitness.com.au

TUNTURI®

THE MOTOR – *it's you.*

2 years parts

1 years labour

Lifetime frame

15 years on Drive Motor

*Extension from 2-3 years parts warranty offered upon registration online

<http://www.tunturi.com/fitness/warranty.cfm>

VISION FITNESS®

2 years parts

1 year labour

Lifetime frame

10 years on Drive Motor



2 years parts (mailed out)

1 year labour

Lifetime frame