



USA ONLY - Best in Class Warranties

	TrueForm Runner	TrueForm Trainer
Frame (metal parts – chassis, handrails)	20 years. Excludes cosmetic damage to the frame finish due to normal wear and tear.	10 years. Excludes cosmetic damage to the frame finish due to normal wear and tear.
Tread Mechanism	5 years from date of original purchase.	2 years from date of original purchase.
Tread Surface	Kreiburg® Rubber: 5 yrs* Turf: 3 years* Track: 3 years* Naboso®: 3 years*^ * from date of original purchase ^ warranty only good for barefoot running Normal wear and tear	2 years from date of original purchase.
LED Display	3 years from date of original purchase.	2 years from date of original purchase.
Labor	2 year 1 year included 1 year for registration of warranty.	90 days from date of original purchase.
Warranty Shipping	Return shipping to Connecticut is covered for a 3-year period from the original purchase date for sales in the USA only. At its sole discretion, Trueform may offer a video troubleshooting and parts shipping service; an onsite repair service (within USA;) or will ship* and return or replace the unit with an equal product.^# *The cost of shipping is limited to the cost of shipping to the original USA delivery address, by the original method of shipping ^ Equal product may include a TrueForm Certified refurbished Runner which will carry the remainder of the warranty of the original machine purchased. # Installation of a replacement product will only be provided if White Glove installation was originally purchased. Otherwise, delivery will be by FedEx standard curbside delivery.	Return shipping to Connecticut is covered for a 1-year period from the original purchase date for sales in the USA only. At its sole discretion, Trueform may offer a video troubleshooting and parts shipping service; an onsite repair service (within USA;) or will ship* and return or replace the unit with an equal product.^ *The cost of shipping is limited to the cost of shipping to the original USA delivery address, by the original method of shipping ^ Equal product may include a TrueForm Certified refurbished Trainer which will carry the remainder of the warranty of the original machine purchased. # Installation of a replacement product will only be provided if White Glove installation was originally purchased. Otherwise, delivery will be by FedEx standard curbside delivery.
Returns and Restocking	If for whatever reason you decide that you wish to return your TrueForm Runner, we will accept returns for a cash refund or credit against (a) Trainer(s), up to 30 days from the date of delivery less all original and return shipping & handling fees. The Runner must be returned on the original pallet and in new, unused condition. If the Runner is not returned in its original packaging, in new condition, and on a pallet, a 20% restocking charge will be deducted from the remaining balance to be credited.	If for whatever reason you decide that you wish to return your TrueForm Trainer, we will accept returns for a cash refund or credit against a Runner, up to 30 days from the date of delivery less all original and return shipping & handling fees. The Trainer must be returned on the original pallet and in new, unused condition. If the Trainer is not returned in its original packaging, in new condition, and on a pallet, a 20% restocking charge will be deducted from the remaining balance to be credited.

- Except where required by law, the TrueForm warranty covers the original owner and is **non-transferable**.
- This Warranty does not cover damage or equipment failure resulting from misuse, abuse, or failure to comply with electrical codes.
- This Warranty shall not apply if there is any modification to the products or accessories.
- This Warranty shall not apply if there is a failure to provide maintenance as laid out in the manual.
- Movement of the TrueForm Trainer or Runner to a location outside the contiguous United States will invalidate this warranty except for treadmills purchased and delivered to Alaska, Puerto Rico, and Hawaii, which will continue to carry the TrueForm warranty if they are moved to one of the contiguous states.