

Before you read this document, please know that our customer service team is here for you, so give us a call or email us to help@strongerwellness.com if you have a doubt or need a bit more guidance.

WARRANTY INFORMATION

1. TERMS

- 1.1. Stronger Ltd warrants that on delivery, and for a period set out in each of the products limited warranty from the date of despatch (warranty period), the Goods shall:
 - 1.1.1. conform in all material respects with their description and any applicable Specification;
 - 1.1.2. be free from material defects in design, material and workmanship;
 - 1.1.3. be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and
 - 1.1.4. be fit for any purpose held out by Stronger.
- 1.2. Subject to clause 1.3, if:
 - 1.2.1. the Customer gives notice in writing to Stronger during the warranty period within a reasonable time of discovery that some or all of the Goods do not comply with the warranty set out in clause 1.1;
 - 1.2.2. Stronger is given a reasonable opportunity of examining such Goods; and
 - 1.2.3. the Customer (if asked to do so by Stronger) returns such Goods to Stronger's selected address at the customer's cost; Stronger shall, at its sole discretion, determine if the defective goods will be replaced, repaired, a credit note issued or if the claim may be refused. This shall be the sole remedy of the Customer.
- 1.3. Stronger shall not be liable for the Goods' failure to comply with the warranty set out in in clause 1.1 in any of the following events:

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- 1.3.1. The Customer makes any further use of such Goods after giving notice;
- 1.3.2. The defect arises because the Customer failed to follow Stronger's oral or written instructions as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
- 1.3.3. The Customer misuses the Goods;
- 1.3.4. The defect arises as a result of Stronger following any drawing, design or Specification supplied by the Customer;
- 1.3.5. The Customer alters or repairs such Goods without the written consent of Stronger
- 1.3.6. The defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions;
- 1.3.7. The Goods differ from their description or the Specification as a result of changes made to ensure they comply with applicable statutory or regulatory requirements; or
- 1.3.8. The Customer integrates the Goods with another product.
- 1.4. Except as provided in this document, Stronger shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 1.1
- 1.5. The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are, to the fullest extent permitted by law, excluded from the Contract.
- 1.6. These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.
- 1.7. These procedures should be read in conjunction with the Terms and Conditions of Sale.
- 1.8. These procedures set out the requirements, procedures and processes that apply to our warranties.
- 1.9. For any products that do not have a stated warranty period contained within the product page, the product description, or Stronger's

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Warranty documentation - it shall be assumed the product has a 90-day limited warranty beginning on the date of the original shipment.

- 1.10. The warranty is not renewed with any replacement product or parts.
- 1.11. The Customer shall perform a full product inspection upon receipt to identify any damage to the product that may have occurred during the shipping process. Shipping damage must be reported to the supplier within 5 days of receipt, after which date it will not be accepted. Photos and/or videos are required to accompany a damaged shipment claim.
- 1.12. In the event that a customised product needs replacing, this product will be replaced with the standard product line available at the discretion of Stronger.

2. REPORTS

- 2.1. In the event that a fault is discovered, it should be reported to help@strongerwellness.com, the report should include the following as a starting point :
 - 2.1.1. Original Order or Invoice Number,
 - 2.1.2. as much detail as possible about the circumstances in which the fault developed,
 - 2.1.3. photographic and video evidence, and
 - 2.1.4. depending on the nature of the fault, a copy of the products' inspection and servicing logs from date of first use confirming the product has been used, maintained and stored in accordance with Stronger's guidance
- 2.2. Where product information, after care or manuals are not provided within the product packaging you can find manuals and other useful information on Stronger's support page www.strongerwellness.com/pages/support or message our customer service team for guidance to help@strongerwellness.com
- 2.3. A unique ticket number will be allocated to the report which must be quoted in any correspondence thereafter. Please refer to the manuals and warranty guidelines before sending a claim to the customer care support team.

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3. EXCLUSIONS in addition to 1.3, Including but not limited are:
 - 3.1. Stronger Ltd Warranty does NOT cover faults/defects/damage which occurs as a result of:
 - 3.1.1. Fair wear and tear including but not limited to;
 - 3.1.1.1. faded, worn, cracked/split, chipped surfaces finishes;
 - 3.1.1.2. odour (from rubber products); and
 - 3.1.1.3. Surface oxidation (rust) on products with metal finishes or paint and Plating being worn away; or
 - 3.1.2. Wilful or negligent damage (abuse) of the product or the use of the products for a purpose other than the purpose intended or in abnormal use conditions which includes but is not limited to;
 - 3.1.2.1. bars being dropped particularly onto boxes, benches, spotter arms, racks or other objects,
 - 3.1.2.2. bars being used with damaged bumpers or with certain accessories such as pivoting sleeves/torso trainers/landmines etc.
 - 3.1.2.3. Weight plates, dropped or weighted bars being released above waist height, metal plates being used on concrete.
 - 3.1.2.4. Diameters of hole and sleeve not matching and collars not being used.
 - 3.1.2.5. 'Soft' products exposed to excessive moisture by incorrect use or storage; scratches or abrasions caused by use on unsuitable surfaces; color fading over time due to exposure to light. Splitting caused by slamming over time, Normal wear and tear, cosmetic damages, surface scratches. Wear and tear is not covered.
 - 3.1.2.6. Products dropped on cement or hard surfaces
 - 3.1.2.7. Products stored at extreme temperatures, excessive moisture, lack of ventilation areas
4. LIMITATION OF LIABILITY
 - 4.1. Stronger Ltd shall not be liable for any indirect, special or consequential losses of any nature arising out of or in connection with the supply of its products including but not limited to claims for economic loss such as

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loss of profit, revenue, contracts, business or anticipated savings or loss of goodwill or reputation.

- 4.2. Stronger Ltd's aggregate liability for loss or damage shall in any event be limited to a sum equal to the amount paid or payable for the product(s) in respect of one incident or series of incidents attributable to one cause.

5. TERRITORIES

- 5.1. Some states/territories outside of the United Kingdom do not allow the exclusion or limitation of special, incidental or consequential damages, so the above limitation or exclusion may not apply to you. In the event of a defect, malfunction, or other failure of the product not caused by any misuse or damage to the product while in the possession of the consumer, Stronger Ltd. will remedy the failure or defect, without charge to the consumer, within 14 business days of its receipt of the product. The remedy will consist of repair or replacement of the product, or refund of the purchase price, at Stronger's discretion. However, Stronger will not elect a refund unless it is unable to provide replacement, and repair is not commercially practicable and cannot be made within the time for performance or unless the consumer is willing to accept such refund. Replacement of a component part includes its free installation if the unit is returned to Stronger.
- 5.2. This warranty gives you specific legal rights, and you may also have other rights that vary from territories outside of the United Kingdom. This warranty does not cover: shipping charges and customs clearance fees; or labor for installation of any parts shipped to you under warranty. The term of this warranty begins on the date the product is shipped to the purchaser, and continues for the period specified on each product web page and/or spec sheet.