

## **Warranty & Return Policies**

### **Warranties**

#### **One Year Limited Warranty**

STROOPS© One Year Limited Warranty for Slastix Products Intended Solely for Personal, Family, or Household Purposes.

This limited warranty covers defects in manufacture and materials in your new and genuine STROOPS® Slastix™ exercise products purchased through Harkn Technologies LLC ("STROOPS") or an authorized re-seller. This limited warranty applies to products intended solely for personal, family, or household purposes.

This limited warranty covers the original purchaser only and lasts for one year ("Warranty Period"), beginning from the purchase date.

At its discretion, STROOPS will repair or replace any defective STROOPS® Slastix™ covered by this limited warranty, or refund the purchase price to the original purchaser.

#### **Six Month Limited Warranty**

STROOPS© Six Month Limited Warranty for Slastix Products Intended Solely for Personal Trainer, Sport, or Commercial Uses.

This limited warranty covers defects in manufacture and materials in your new and genuine STROOPS® Slastix™ exercise products purchased through Harkn Technologies LLC ("STROOPS") or an authorized re-seller. This limited warranty applies to products intended solely for Personal Trainer, Sport, or Commercial Uses.

This limited warranty covers the original purchaser only and lasts for six months ("Warranty Period"), beginning from the purchase date.

At its discretion, STROOPS will repair or replace any defective STROOPS® Slastix™ covered by this limited warranty, or refund the purchase price to the original purchaser.

#### **Request Warranty Service**

To request any warranty service, please email us the following items to [orders@stroops.com](mailto:orders@stroops.com).

- Proof of purchase
- Date of purchase
- Full delivery address
- Photo image of cord stretched out and broken.

Typically, this is all that is needed to complete a warranty claim. On occasion, we may ask for additional photos or to have the product shipped to us (at our cost). In

these instances, if your product is not covered under this limited warranty, it will be sent back to you.

The terms of this limited warranty provide the exclusive and sole remedy available to you. This limited warranty is limited as follows:

(a) This limited warranty only applies to authentic STROOPS® Slastix™ exercise products.

(b) Consequential and incidental damages are not recoverable under this limited warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

(c) This limited warranty does not cover any problems which result from accident, neglect, modification, abuse or misuse of the product such as in ways described in the set up and use instructions (including, for example, "Over Stretching" on the STROOPS, use of inadequate anchoring, any use as a rope, for example to tow), exposure to variations in ambient environmental conditions (including, for example, changes in heat, humidity, or moisture, including water saturation), impact damage, normal wear and tear, indentations, scratches or surface damage (including abrasions caused by failure to use, protect or maintain the product properly), product deterioration or variations in color or marking that are ordinarily expected based on ordinary use or develop over time because of natural processes such as exposure to sunlight, and damage caused to products during shipping.

(d) The duration of ALL OTHER WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY, WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTIES ALLEGED TO ARISE FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE ARE RESTRICTED TO THE DURATION OF THIS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

To receive a copy of this limited warranty, or to request any warranty service, please register your purchase and product at within 30 days of purchasing it or provide us proof of your purchase. For a replacement, PROVIDE WRITTEN NOTICE OF YOUR CLAIM WITHIN THIRTY DAYS OF WHEN YOU DISCOVERED THE DEFECT to: or STROOPS Customer Service, P.O. Box 160327 Clearfield, Utah 84106. For questions regarding the warranty and instructions for product replacement, please call STROOPS Customer Service at 800.344.2756 (US) or 801.776.3322 (international). Once your product has been authenticated by a Customer Service Representative, you will be issued an RA # and instructions for returning the product. Customers are responsible for the cost of shipping items to STROOPS. After the product is received, a STROOPS product expert will inspect it and contact you within 3 business days to give you the results of the inspection. If your product is not covered under this limited warranty, it will be sent back to you. STROOPS will pay the return shipping costs for all products that are covered under this limited warranty. Any products sent to STROOPS without an RA # will be refused and returned to sender.

This limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## **Return Policy**

Once submitted, orders can't be cancelled or refunded until you've received your shipment. We have a 30 Day, 100% money-back, satisfaction guarantee and a one-year limited replacement warranty in the unlikely event of defects in the product's materials or manufacturing. If you are unhappy with your STROOPS product, send it back for an exchange or a refund. It's that easy. Please note: due to the nature of our Instant Video Downloads or Academy Registrations, they are final sale and cannot be returned. To return or exchange your STROOPS product, please give our Customer Service Team a call at 800.344.2756 (US) or 801.776.3322 (international), or email [orders@Stroops.com](mailto:orders@Stroops.com). They will give you an RA# and directions for sending the product back to us.