

HCE | JOINFIT

GENERAL WARRANTY GUIDELINE

Warranty commences on the date of purchase from the dealer / store, as marked on invoice. This warranty applies only against defects discovered within the Warranty period, warranty claims need to be made within the warranty period.

To claim under this warranty, the customer must notify the store within 5 days after the date of discovery of any defects. Parts repaired or replaced under the warranty terms will be covered for the remainder of the original warranty only. Warranties do not cover 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. You are consenting to be bound by the following Warranty Terms & Conditions proof of fully paid purchase invoice is required in all cases. Conditions subject to change.

BENCHES, RACKS & STRENGTH EQUIPMENT

For spin bikes and Air bikes, minimum 12 months Warranty and 12 month limited manufacturer warranty against faults for all other parts.

Does not cover labor.

The 12-month warranty has additional terms and conditions listed as follows:

Dead on Arrival (DoA)

'DoA' 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 HCE / JoinFit or authorized dealers.

Parts Replacement Policy

All parts replaced within the warranty period are covered for a minimum of 3 months.

All parts replaced outside the warranty period are also covered for a minimum of 3 months.

Personal Injuries/Damage

We also do not cover any personal injuries or damage due to accidents, misuse, neglect, normal

BENCHES, RACKS & STRENGTH EQUIPMENT

12 months warranty on frame, 30 days upholstery and 3 months on attachments (return to base)

BARBELLS AND HANDLES

12 months warranty (return to base). Wear and tear is not covered under warranties.

DUMBBELLS

12 months warranty (return to base). Wear and tear is not covered under warranties, including Commercial Rubber Dumbbells, Hex dumbbells, Neoprene and Vinyl dumbbells

WEIGHTS

12 months warranty (return to base). Wear and tear on rubber coating is not covered under warranty

CABLE ATTACHMENTS

12 months warranty (return to base). Wear and tear is not covered under warranties.

KETTLEBELLS

12 months warranty. Scratches, wear and tear is not covered under warranty.

MEDICINE BALLS

12 months warranty (return to base). Wear and tear due to slam or hard/rough surface is not covered under warranty.

SLAM BALLS & WALL BALLS

Slam Balls & Wall Balls have been designed for slamming use on suitable surface such as gym tiles, EVA jigsaw mats, stall mats or turf.

They are not made to be used on rigid and abrasive surfaces as this will cause the outer cover to degrade and significantly shorten the life of the product.

6 month warranty for the structural integrity of the ball against a manufacturing fault.

Not cover the valve or surrounding ring as this area is susceptible to cracking when repeatedly slammed upon. The manufacturing warranty will be voided due to the following:

- Normal wear and tear
- Use on abrasive or uneven surfaces
- Slamming directly on the valve side
 - Any use outside of what the slam ball has originally been created for.

TRAMPOLINE

6 months on frame, 30 days on upholstery, fabric and stitching warranty (return to base).

CROSS-FIT EXERCISE EQUIPMENT

12 months warranty (return to base). 30 days warranty on upholstery, fabric and stitching.

POWER BANDS

12 months warranty (return to base). General wear and tear is not covered under warranty.

YOGA & AEROBICS

12 months warranty (return to base). 30 days warranty on upholstery, fabric and stitching.

FLOORING & MAT

12 months warranty (return to base). Wear and tear is not covered under warranties.

WEIGHT VEST, GLOVES & ANKLE WEIGHTS

12 months warranty (return to base). 30 days warranty on fabric and stitching. Wear and tear is not covered under warranties

POWER BAGS (WEIGHTED BAGS)

12 months warranty (return to base). 30 days warranty on fabric and stitching. Wear and tear is not covered under warranties

OTHER ACCESSORIES

12 months warranty (return to base). 30 days warranty on upholstery, fabric and stitching.