

# MORGAN SPORTS WARRANTY POLICY & USER SAFETY

## **Product Guarantee:**

All Morgan Sports products are fully supported by Morgan Imports Pty Ltd. All products are covered by the manufacturers and supply warranties. If goods appear faulty, we will ask you to send images of the defective product + invoice of purchase date, DO NOT dispose of the item until we have been sent an image.

## **Product Warranties:**

All Morgan products are covered by a 6-month manufacturing warranty against commercial use of the product, with some warranties extending beyond 5+ years for **made to order** products; this warranty covers the structural integrity of the product (excluding clearance items). As you can imagine the products we sell are used in extremely harsh commercial conditions and are subject to extensive wear and tear by the end-user. At any point, if products are showing wear before the 6 month warranty period, contact us immediately.

## **Damaged Products or Missing Stock on Arrival Claims:**

We highly advise that you check your products within 14 days of receiving your order. Any claim for damaged or missing goods from your order must be lodged within the 14 day period from when you receive your order. Even though you may not be setting your facility up for weeks or months after getting your order, all items must be checked to ensure the products have been received in good condition. We will not accept any claims for aesthetic or product damage and missing goods after this 14 day period. This clause does not void your warranty, it is only in place to ensure you check your order asap for any physical damage, stock shortages or missing goods in transit.

## **User Safety:**

We strongly recommend that regular monthly spot checks take place of the equipment situated in a commercial environment, these checks should be done by either centre managers, centre staff or maintenance staff. Ensuring user safety should be of paramount concern to any gym owner and operator and we advise you as a centre operator, to take this seriously and ensure your staff are trained on how best to conduct these checks. You should have a recorded log book of when equipment checks are done, by whom and the status of the products when checked. If products are showing excessive wear we strongly recommend you remove the product or put an out of order, do not use sign on the equipment and purchase an updated model asap.