

GPI SPORTS AND FITNESS WARRANTY - 1ST OF JULY 2021

DOMESTIC FITNESS PRODUCT WARRANTY

BRAND SUMMARY

BODYWORX

TREADMILLS.

Frame:	Lifetime ***
Drive Motor:	5 Years
Parts:	2 Years
Labour:	1 Year

EXERCISE BIKES, ELLIPTICALS & ROWERS.

Frame:	Lifetime ***
Parts:	2 Years
Labour:	1 Year

STRENGTH.

Frame:	Lifetime ***
Parts:	2 Years
Cables, Pulleys & Upholstery:	1 Year (<u>Excluding</u> normal wear and tear).
Labour:	1 Year (<u>Excluding</u> Cables, Pulleys & Upholstery).

ACCESSORIES.

All Weight Plates, Bars & Cable Attachments:	1 Year
Rubber Hex / Kettle Bells:	1 Year
All BodyworX Boxing Products:	1 Year
All Other Accessories:	1 Year

***** Note:** - Lifetime refers to the warranty coverage of the unit's expected service life, not the lifetime of the purchaser. For Home use equipment we deem Lifetime to be 7 Years.

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BRAND SUMMARY CONTINUED

BODYCRAFT

STRENGTH.

Frame:	Lifetime ***
Parts:	4 Years
Cables, Pulleys & Upholstery:	2 Years (Excluding normal wear and tear).
Labour:	1 Year (Excluding Cables, Pulleys & Upholstery).

CARDIO.

Frame:	Lifetime ***
Drive Motor:	Lifetime ***
Parts:	4 Years
Labour:	1 Year



CARDIO.

Frame:	Lifetime ***
Drive Motor:	Lifetime ***
Parts:	4 Years
Labour:	1 Year

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BRAND SUMMARY CONTINUED



STRENGTH.

Frame:	Lifetime ***
Parts:	2 Years
Cables, Pulleys & Upholstery:	1 Year (<u>Excluding</u> normal wear and tear).
Labour:	1 Year (<u>Excluding</u> Cables, Pulleys & Upholstery).

CARDIO.

Frame:	Lifetime ***
Parts:	2 Years
Labour:	1 Year.



STRENGTH.

Frame:	Lifetime ***
Parts:	3 Years
Cables, Pulleys & Upholstery:	1 Year (<u>Excluding</u> normal wear and tear).
Labour:	1 Year (<u>Excluding</u> Cables, Pulleys & Upholstery).

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BRAND SUMMARY CONTINUED



STRENGTH.

Frame:	Lifetime ***
Parts:	2 Years
Cables, Pulleys & Upholstery:	1 Year (<u>Excluding</u> normal wear and tear).
Labour:	1 Year (<u>Excluding</u> Cables, Pulleys, Upholstery).

ACCESSORIES.

Weights & Accessories:	1 Year
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BRAND SUMMARY CONTINUED

Impetus

Connecting health and fitness to the future

Frame:	Lifetime ***
Parts:	2 Years
Labour:	1 Year



DOMESTIC Applications – 1 Year Repair or Replacement (Challenger Bags Only)

CORPORATE Applications – 1 Year Repair or Replacement (Gym Rip Stop & Pro Rip Stop Bags Only)

COMMERCIAL Applications – 1 Year Repair or Replacement (Pro Rip Stop Bags Only)

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DOMESTIC FITNESS PRODUCT WARRANTY

BRAND SUMMARY CONTINUED



Domestic, Corporate or Commercial Applications

1 Year



All Accessories:

1 Year

GENERAL HIRE WARRANTY

Hire - This hire warranty excludes wear & tear, misuse, abuse, negligence, transport damage and a lack of maintenance.

Limited Warranty - Hire Products.

Frame:

3 Years

Drive Motor:

3 Years

Parts:

1 Year

Cables, Pulleys
& Upholstery:

1 Year (Excluding normal wear and tear).

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DOMESTIC FITNESS PRODUCT WARRANTY

WARRANTY – TERMS & DEFINITIONS

Definition of Warranty

When purchased from an authorised GPI Distributor the GPI warranty shall guarantee that all framework and components of your product are free from defects or faulty manufacture. All faulty framework and components will be repaired, replaced or supplied free of charge as set out in this policy. All warranties in this policy apply to **INDOOR HOME / DOMESTIC USE ONLY** except where otherwise stated.

These warranties do not apply to products used in commercial use applications. Warranty **DOES NOT** cover normal wear & tear and excludes faults due to misuse, abuse, incorrect assembly, or lack of general maintenance. Warranty is applicable to products sold and placed within Australia only.

***** Note:** - Lifetime refers to the warranty coverage of the unit's expected service life, not the lifetime of the purchaser. For Home use equipment we deem Lifetime to be 7 Years.

Warranty Terms - Warranty commences from the date of sale from the retail store. Warranty only applies to the original purchaser and is non-transferable. Warranty is void if the serial number of the product has been removed or tampered with.

Warranty does not apply to defects, faults or failures due to:

- Ordinary wear and tear.
- User negligence, abnormal or excessive use, misuse, abuse or transport damage.
- Accident, fire, or malicious damage.
- Repairs, Alterations or modifications by a **NON**-GPI authorised service technician.
- Defects caused during assembly or failure to assemble according to the assembly manual provided. Assembly errors include but are not limited to damaged wiring harness, stripped crank arms and / or pedals and bolts used in the wrong locations.
- Lack of general maintenance and or failure to service or maintain the equipment in accordance with the user manual specifications and recommendations. For treadmills this includes a lack of lubrication between the deck and the running belt and or incorrect alignment / adjustment of treadmill belts that result in damage.

GPI SPORTS AND FITNESS WARRANTY - 1ST OF JULY 2021

Warranty Terms Continued

- On selling of equipment. The warranty applies to the original owner of the product and is deemed to be void if product is given away or on sold to someone else other than the original owner.
- Any products sold or placed in an application or the incorrect environment that is not recommended by GPI or as stipulated in the owner's manual such as a Commercial environment will void the warranty set forth by GPI.

GPI will have the option to repair and or replace any product which requires attention under the warranty.

Warranty Definitions

Frame: Covers the entire steel main frame structure and welds.

Treadmill Motor: Covers the main drive motor.

Parts: Covers all other electronic and mechanical parts, including braking systems, tension motors & incline motors.

******** Please note that Authorised service technicians do not reside in all areas of the country. If you live beyond the reasonable service area of a metropolitan area, GPI Sports & Fitness may not be able to support the labour portion of the product warranty. Alternatively, you can return your product to the place of purchase or the closest GPI state branch.

Metropolitan Area - Defined as no more than [50km from G.P.O. in all capital cities](#) - For Tasmania, the Launceston GPO is included.

Warranty Registration

Warranty details need to be registered with GPI within 30 days of purchase.

This can be done by registering online at http://gpisports.com.au/warranty_add.asp (Refer next page for instructions). An original retail store receipt of purchase is required to register your warranty.

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GPI Sport & Fitness



Warranty Registration Form

Congratulations on purchasing your product, we at GPI believe that our product range is of the highest quality and represents great value for money. We back our product range up with our industry leading warranty.

Please see below for the step by step instructions on how to register your product warranty online.



Step 1 Visit our Website

Go to the GPI Sports website: www.gpisports.com.au/warranty



Step 2 Enter Purchase Information

Enter all purchase information including the model number, serial number and proof of purchase which can be uploaded from this page



Step 3 Contact Our Service Department

If a warranty service request is required on your product please email service@gpi.com.au or call the toll free number - **1800 005 770**

gpisports.com.au

GPI Sports & Fitness

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WARRANTY – TERMS & DEFINITIONS

Technical Support – If your product has been registered for warranty, please email service@gpigroup.com.au for any service issues.

Service Department (Faults & Repairs)

Should you have any issues or faults with your products then the No. 1 thing to do is fill in a service request form.

Listed below are the ways in which you can engage the GPI service team to assist you with any issues that may have arisen with a GPI product. You can also chase up current / existing Service requests as well.

You can initiate / log a service issue in 3 ways.

WARRANTY SERVICE ENQUIRIES.

Web Site: Log on to our web site and go to the following link <http://gpi.com.au/ssl/service/service.asp?q=warranty> to submit a service request / issue online.

(This is the most efficient way of activating a service call) .

Phone: The service Department on **1800 005 770**

SPARE PARTS ENQUIRIES.

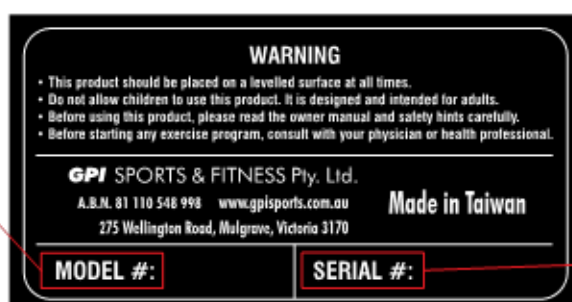
Email: A service issue to service@gpigroup.com.au

* When registering your product or filling in a service request form you will need the following bits of information to verify your product.

MODEL NUMBER & SERIAL (BATCH) NUMBER – This sticker can be found on the frame of each product and quite often on the box that the products come in.

*** Not all products have Serial (Batch) numbers.

MODEL No



SERIAL No

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WARRANTY – TERMS & DEFINITIONS

Proof of Purchase – This is a very important piece of information for the service team. This identifies the place of purchase as well as the date of purchase which will help the service team determine whether a product falls within the guidelines of the warranty. The shop receipt can be easily uploaded to the website.

Servicing / Spare Parts - As with any mechanical equipment general maintenance should be performed on a regular basis by an authorised retailer or service technician. This will ensure longevity of the product and ensure that it is kept working in optimum condition. Failure to properly maintain your equipment may lead to safety issues and may also void the warranty.

In order to maintain your product warranty and to ensure the safe and efficient operation of your GPI product only genuine GPI replacement parts should be used. This warranty may be voided if any parts other than those provided by GPI are used.

Freight Costs - The cost of freighting the replacement part under warranty shall be free of charge. Your requirement is to return faulty parts via the pre-paid envelope provided, otherwise a charge may apply.

Chargeable Items – Parts & labour outside of warranty terms will be charged accordingly and parts will include a freight cost.

Returned Goods - The unauthorised return of parts or product shall be refused and placed in the hands of the carrier at the cost of the shipper. Return Authorisations can be obtained from the GPI branch in your state.

Online / Internet Sales - For all online sales, all customers are required to organise their own freight. **NO EXCEPTIONS!** Should an Authorised service technician be requested, and the issue deemed by them as “non-warranty” the quoted price will be charged.

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WARRANTY – TERMS & DEFINITIONS

Disclaimer - Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a 'Major failure' and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have goods repaired or replaced if the goods fail to be of an acceptable quality and the failure does not amount to a major failure.

GPI does not assume, nor authorise any representative or other person to make or assume for GPI, any warranties whatsoever, whether expressed or implied, in connection with the sale, service, or shipment of our products.

GPI reserve the right to make changes and improvements in our products and specifications without incurring any obligation to similarly alter products previously purchased.

This warranty operates in addition to other rights and remedies available to consumers' rights under the Australian Consumer Law.