

IMPORTANT NOTICES



Do not use the *FlexxiCore* without first reading these notices and studying the guidelines for use

The FlexxiCore Passive Exerciser comes with the following documents in the product box:

- This "Important Notices" sheet, which includes precautions and contraindications which must be read before you use the FlexxiCore
- Two-page User Guide

We also supply a 2-page Supplement to the User Guide – either in the product box or sent separately by your supplier. If any of these are missing, please call your supplier, or the Help line in UK on 08456 120 129 (international: +44 1275 877497).

Points to note concerning the leg cradle:

- The vertical support for the leg cradle is designed to have some flexibility, so as to accommodate the different sizes, shapes and weights of the human body! The leg cradle is also reversible. Some people may experience that their legs or clothing can brush against the front of the machine casing. If this happens, please reverse the leg cradle in such cases. You can do this quite easily without needing to shift any screws. See also the section "**Reversing the Leg Cradle**" on page 2 of the **Supplement to the User Guide**.
- In a few cases it is possible that the underside of the leg cradle could rub slightly against the casing, depending on the load (the weight bearing on the leg cradles) and angle of the legs. If this happens, we can supply you with an extra pad to go between the leg cradle and the support, to give the leg cradle a little extra height and clearance - please call the Help line in UK on 08456 120 129 for this free service.

Please now carefully read the following cautions:

CONTRAINDICATIONS: The FlexxiCore should NOT be used in the following situations:

- within three months of surgery
- within three months of bone fractures (or before they have fully healed)
- cancer - where there is a possibility of cancer cells having metastasized to the bone
- if you suffer from a damaged or sensitive coccyx (tail bone)
- during the first three months of pregnancy
- when suffering from open wounds or serious infections
- epilepsy (except with doctor's consent)
- **if you have heart disease or any other heart condition, consult your Doctor for advice (we believe gentle exercise is important for you, but please consult a Doctor who understands your individual needs).**

PRECAUTIONS:

- it is best to avoid use for one hour after eating
- some people with a tendency to hyperextension of the knees or other knee problems may experience some discomfort around the knees; if you do, please use a bolster or other support for your legs just above the knees – see "**Support for your Knees**" on page 1 of the User Guide Supplement for more advice
- if you are prone to vertigo, nausea or motion sickness, start with a slow speed and short time; then gradually work up as you feel comfortable to do so.

Please also note that background healthcare information is provided by Energy for Health on its websites and printed materials for information purposes only. This is not meant to substitute for the advice provided by your own physician or other healthcare professional. You should not use the information or products provided for diagnosing or treating a health problem or disease without obtaining proper professional advice. You should read carefully all product user guidelines. If you have or suspect that you have a medical problem, promptly contact your professional health care provider for advice. **Caution:** If you are pregnant or have any health problem, please consult your health care professional before using these products. Use of this product other than in strict accordance with the user guidelines may cause injury. Do not use this product if you are in any doubt.

All liability in respect of loss, damage or injury arising from this product is hereby excluded except to the extent that such exclusion is not permitted by law. In any event any liability in respect of loss, damage or injury to this product or other property shall be limited to the replacement costs of this product except to the extent that such limitation is not permitted by law.

If you have any doubts or questions, please consult your Doctor or Health Practitioner, or call our Helpline for advice: Tel: 08456 120 129 (international: +44 1275 877497) **Email:** info@energyforhealth.co.uk

www.FlexxiCore.com

FOR DETAILS OF YOUR GUARANTEE CONDITIONS AND RETURN INSTRUCTIONS, PLEASE SEE OVERLEAF...

IMPORTANT NOTICE

Return Instructions & Guarantee Conditions

Please note that, if you wish to take advantage of our Two level Guarantee*, or to return this product for any other reason, you need to carefully follow these instructions:

- **Keep all packaging materials in good condition, including**
 - Box – **Note: you can disassemble the box so it lies flat to avoid taking too much space!**
 - Plastic wrapping bag
 - Polystyrene packing supports – **these are needed to prevent damage in transit**
 - Bubble wrap sleeve for hand control module
 - Cable tie (plastic fitment for coiling power cable) – **cables can become damaged in transit if not coiled**
 - User Guidelines & Important Notices sheet
- Use these materials to return the product in the same condition that you received it
- Use an address label marked: Energy for Health (Reference xxxxx [*see below****]), with the address that we supply when you report that you wish to return the unit. The label should be placed over the original shipping label that has your address on it. Do not otherwise write on or mark the box. If you use Parcel Force (08448 004466) or other courier service, their address label only should be used. If you have internet access, Parcel2Go is a very reasonably priced service.

**** If you fail to follow the above return instructions we reserve the right to charge an amount upto £20 to cover repackaging costs, and to make a deduction for any damage to the product or packaging, including its exterior.**

*Energy for Health offers the following guarantees to all customers.

A: 60 day full refund

If you order our FlexxiCore Passive Exerciser and after using it for 60 days decide that you are not entirely satisfied, you can return it to us for a full refund. We will then give you a full refund of the original purchase price (less 4% for bank charges if you paid by credit/debit card) provided that you return it in its original packing along with proof of purchase direct to Energy for Health's main office within 60 days of your purchase. We recommend that you use Parcel Force, or other courier company, who will collect from your home and give you a copy of their collection receipt.

B: 2 year Manufacturer's Warranty: Faulty parts and workmanship (Subject to normal conditions of use)

If your FlexxiCore Passive Exerciser becomes faulty within 24 months of purchase we will replace it free of charge if you return it in its original packing along with proof of purchase, provided that it has been used in accordance with the User Guidelines and not tampered with or damaged by inappropriate use.

If, at any time within 24 months of purchase, you feel that the performance of the motor or moving parts has deteriorated, you can return the product to us for testing and, if we agree, we will send you a replacement free of charge.

C: Optional Extended Manufacturer's Warranty: Faulty parts and workmanship (Subject to normal conditions of use)

We offer an extended Warranty service on payment of additional fees: an extra One Year (3 years in all) costs £17.95, or an extra Two Years (4 years in all) costs £34.95. The same conditions apply as in section B above. The extended warranties can be applied for within 7 days of receiving your product.

Note: For the purpose of determining the starting time of the above periods, the 'date of purchase' will be regarded as running from the date of delivery to your address by our appointed couriers. We are unable to offer to replace any products that have been tampered with or damaged due to use that is not in accordance with the User Guidelines.

*** All products must be returned in the original packing along with proof of purchase. We reserve the right to refuse a refund or replacement if the product or receipt has been tampered with. Before sending the product back to us, you must report the reason for doing so to our After-Sales Department on 08456 120129, and ask for a Returns Reference number. This Returns Reference number must be clearly marked on the address label of the package when you return it, as follows – Energy for Health (Reference xxxxx [*insert your Returns Reference no. here*]), with the address that we supply when you report that you wish to return the unit.

You will not receive a refund for our courier costs in cases where you have asked us to deliver it to you at the time of ordering (standard charge currently: £7.95 mainland UK), nor for the cost of returning products to Energy for Health.

Products that are replaced under the 12-month manufacturer's warranty will enjoy the benefit of the original guarantee for the remainder of the original warranty period.

Your statutory rights are not affected.

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