

Warranty Policy

Warranty Period: Unless otherwise stated in the product page, all equipment is covered under a 1-year warranty period, save for ordinary wear and tear.

Warranty Coverage: DirectHomeGym.sg warrants to the original purchaser that each new product to be free from defects in workmanship and material, under normal use and conditions. Warranty will only cover equipment on-site at the delivery location and being shifted, sold, or rented to another party or location.

Period of Coverage: The Warranty on product runs for the particular period stated to the original purchaser. This is a parts-only warranty, labour / shipping is not included unless stated. We reserves the right to inspect damaged parts for misuse.

Remedy Provide by DirectHomeGym.sg: We will provide a replacement part free of charge if a defect is found during the Warranty period. Additionally, if a defect is found within the first 7 days after delivery, shipping cost of the replacement part will be covered as well.

Limitations on Warranty (does not cover): Damage from accident, abuse, misuse, mishandling, negligence, introduction of foreign objects into the product, unauthorised modifications, or alterations to the product.

- Removed or altered serial numbers, failure to follow the manufacturer's instruction external causes including third party actions, fire, theft, insects, animals, exposure to weather conditions, extreme temperature, earthquake, flood, water, acts of god or consequential loss of any nature.
- Used in commercial setting or rental basis.
- Unauthorised repairs and/or parts.
- Breakdowns which are not reported withing reasonable time frame
- Failure as a result from rust or corrosion on any covered product or part.
- Damage incurred while moving the product to another location.

For claiming of Warranty of defective part:

Submit a picture of the defective part to DirectHomeGym@gmail.com with a subject line "Warranty Claim: (Your Order number)"

The picture should be taken at a distance such that the defective part is visible and enough of the surrounding parts to identify the defective parts proper location on the machine. For example, if the defective part is a cable, pulley, upholstery etc., please do not take pictures of the element alone but for instance a cable and a stand to which a given cable is attached.