



RECEIVING

INSPECTION

Please do an initial inspection on products and package upon receipt of goods. Any shortage or damage must be indicated clearly on the carrier's delivery receipt.

CLAIM

If the product is damaged because of shipping, please make a note of it with the shipping company, or call us immediately 803.978.2753. Check carefully the outside appearance of the package. Did it arrive in good condition? If not, take a picture if possible, while still in the box or pallet. Proceed from there carefully and check the equipment. We can arrange a replacement, repair or other solution to fit the customer's needs. All pieces are handled by human hands, and mistakes do happen.

RETURN POLICY

If the product arrives in good shape, has no structural defect, and is a standard product (color, dimensions, options), and the customer simply does not want the item, customer will be refunded the original sales price minus a 30% restocking fee. Customer will pay shipping back to Sorinex and will be responsible for proper packaging and all shipping costs in order to receive refund. Item(s) must arrive at Sorinex in good, salable condition before refund will be given.

If the product arrives in good shape, has no structural defect and is a custom product (color, dimensions, options) and the customer simply does not want the item no refund will be given. Custom equipment is built specifically for an individual in his/her needs or wants, which are outside of the standard line and availability. Custom pieces generally take more time, and are more costly to design, oversee and produce.

If the product is used (standard or custom) has no defect, and the customer simply does not want the item, no refund will be given.

WARRANTY

Sorinex Exercise Equipment Inc. (Sorinex) offers a Lifetime Warranty on all structural steel material, equipment frames, and welding integrity when used as intended as applicable to the original purchaser (non-transferable).

Paint / Powder Coating / Upholstery is warrantied for 90 days after receipt or order as applicable to the original purchaser (non-transferable).

Moving parts are warrantied for 1 year as applicable to the original purchaser (non-transferable). Warranty items are subject to inspection by Sorinex in order to determine if warranty-voiding abuse, neglect, or misuse is present.

Third Party Warranties: For those products provided but not manufactured by Sorinex as warranted by the original manufacturer, such original manufacturer's warranty applies solely.

The customer bears the responsibility of contacting Sorinex with the pertinent information as the condition of the equipment. If the issue is determined to be covered under warranty Sorinex will be responsible for replacement of defective products/parts. Sorinex will supply return packaging and shipping or cover on-site labor costs provided by a certified Sorinex Equipment Repair Specialist.

If a warranty-voiding situation is present, repairs can still be done on a labor and materials required basis. A written estimate and bill will be provided to the customer before non-warranty repairs are done. Customer bears costs of packing and return shipping on any non-warranty situations.

Sorinex Exercise Equipment, Inc does not represent or warrant that the functions contained in the site will be uninterrupted or error-free, that the defects will be corrected, or that this site or the server that makes the site available are free of viruses or other harmful components. Sorinex Exercise Equipment, Inc does not make any warranties or representations regarding the use of the materials in this site in terms of their correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. Some states do not permit limitations or exclusions on warranties, so the above limitations may not apply to you.

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