

Healthstream Warranty Policy

General Terms

- Warranty commences date of sale from Retail Store.
- Proof of purchase is required for warranty activation or otherwise Service Charges will apply.
- TFG will charge a call out fee on any item purchased from a Retailer over the internet and then delivered to the consumer in a different State or Territory within Australia from the aforementioned Retailer. (A Call out fee will be incurred depending on the distance to nearest TFG Service Office to the Product requiring repair.)
- Full Parts warranty is defined under the **BRAND NAME** and includes electrical parts only
The defined electrical parts are as listed below:-

- Treadmill- *Console, Circuit Boards, Speed Sensor, Adaptors Elevation Motor, (Drive Motor-Life Time)*
- Elliptical- *Console, Circuit Board, Tension Motor, Speed Sensors, Adaptors Mag Wheels/ECB*
- Cycles- *Console, Circuit Board, Tension Motor, Speed Sensors Adaptors Mag Wheels/ECB*
- Rowers- *Consoles, Tension Motors, Speed Sensors*
- Warranty on non electrical parts and components will apply for a period of 14 days from purchase. After 14 days, non electrical parts will be sent to the consumer if it is deemed the part was not damaged due to misuse but rather a manufactures defect at no cost to the consumer.

The definitions of non electrical parts are all parts included on the model except for the items listed above in *Blue*.

- Items that are exempt from this non electrical and components Warranty Clause will be the following:-
- *Equipment- Frame (Life Time)#Excludes Rust*
- Warranty does not apply for defects, faults or failures due to:
 - Ordinary wear and tear; user negligence, misuse or abuse, accident, fire, or malicious damage by a third person; alterations or modifications by a non authorised service technician.
 - Defects caused during assembly or failure to assemble according to the assembly manual provided.
 - Failure to service the equipment in accordance of the user manual specifications and recommendations.
 - Rusting of equipment.
 - Being installed in the incorrect environment. I.e. Corporate, Commercial.
 - Outdoor Use

- Warranty is not Transferable
- The Fitness Generation will have the option to repair or replace any Exercise Product which requires service.
- Any Products sold or placed in an application not recommended by The Fitness Generation or as stipulated in the owner's manual will void the warranty set forth by The Fitness Generation.
- All equipment is warranted for domestic use only.
- Any repairs completed by non-TFG authorised technicians may void the warranty.
- For all claims outside of a 70km radius from Capital cities a labour charge will be incurred.

Chargeable Items

Labour cost outside of warranty period is **\$70 call out** and **\$60 per hour**. *(Excluding GST)*

- Parts outside of warranty period or conditions will be charged accordingly and will include a freight cost.
- The labour component of the warranty will be half the normal period for products that are used for rental or hire. The parts component of the warranty will remain the same for hire or rental items.

Warranty Types

Onsite warranty:

For products purchased within a 70km radius of Capital cities an onsite service is provided for a period of 12 months from date of purchase.

(Charges may apply)

Return to base warranty:

Applies to products outside of the 70km. These products must be returned to the place of purchase or the nearest TFG base to be repaired or replaced at TFG's discretion.

Policy of Retailers / Distributors/Consumers in Detail**(i) Proof of Purchase**

The customer is required to provide proof of purchase before any warranty work or parts will be provided. An official invoice from TFG or Retailer's invoice is the only means by which proof of purchase will be accepted. This invoice should at all time's state the serial number of the product if available at the time of purchase.

If an Invoice can not be provided you can alternatively provide a signed Statutory Declaration signed by the seller and the purchaser.

(ii) Definition of Warranty

The warranty shall guarantee that all components are free from defects or faulty manufacture for a period stated pertaining to that particular brand. All faulty components shall be replaced or supplied free of charge as set out in this policy. All warranties in this policy apply to **home use only**. These warranties do not apply to products used in light institutional or commercial use. Warranty does not cover normal wear & tear.

(iii) Freight Costs

The cost of freighting the replacement part under warranty, or component to the customer shall be free of charge. The cost of freighting products or parts to TFG shall be at the expense of the customer, unless within D.O.A period (see below)

(iv) Metropolitan Area:

Defined as no more than 70km from G.P.O. All capital cities apply.

(vi) Non-Metropolitan

Defined as all products must be returned to shop of purchase or nearest branch of TFG (whichever is closer)

(vii) Serial Numbers

Where serial numbers are on products these must be included at the time of warranty claim. This number will be required to generate a service request.

(viii) Returned Goods

RAN Procedure

No goods will be accepted for return by The Fitness Generation without a prior authorisation in the form of a Return Authorisation Number. To obtain a RAN contact The Fitness Generation Customer Support Call Centre or the Retail Outlet should speak to their designated TFG Account Manager.

The unauthorised return of parts or product shall be refused and placed in the hands of the carrier at the cost of the shipper.

(ix) D.O.A (Dead on Arrival)

“D.O.A” applies to products which have a major fault within 7 days of customer purchase. These products may be repaired or replaced at the discretion of TFG.

(x) Technical Support Assisted In-Warranty Product Defects

The vast majority of field service issues can be resolved over the phone by The Fitness Generation Customer Support Team. If the part/s is deemed to be a manufacturing defect The Fitness Generation may send at their discretion the part/s directly to the consumer.

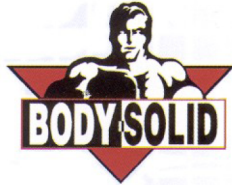
The Fitness Generation Pty Ltd neither makes, assumes, nor authorises any representative or other person to make or assume for us, any other warranties whatsoever, whether expressed or implied, in connection with the sale, service, or shipment of our products. We reserve the right to make changes and improvements in our products without incurring any obligation to similarly alter products previously purchased. In order to maintain your product warranty and to ensure the safe and efficient operation of your Fitness Generation Product only authorised replacement parts can be used. This warranty is void if any parts other than those provided by The Fitness Generation are used.



Cardio **3** years parts
1 year labour
Lifetime frame
Lifetime on Drive Motor



Strength **3** years parts (To be Mailed Out)
Lifetime frame



2 years parts (To be Mailed Out)

Lifetime frame



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