



**The Fitness Generation Pty Ltd.  
National Warranty Policy  
Effective December 07<sup>th</sup> 2009**

**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.)
- In the unlikelyhood that TFG can not source the Spare Part/s from the manufacturer or there is a delay in obtaining the Spare Part/s from the manufacture TFG will substitute that Part with one which is at least the equivalent in dollar value and features of the original Part/s.
- TFG can not guarantee the ongoing supply of Part/s for Products which out of Warranty due to the inability of the Manufacturer or Vendor to supply the Part/s to TFG.
- Warranty on non electrical parts and components will apply for a period of 14 days from purchase. After 14 days, non electrical parts may be sent via mail to the consumer at TFG, s discretion if it is deemed the part was not damaged due to misuse but rather a manufactures defect at no cost to the consumer.
- Items that are exempt from this non electrical and components Warranty Clause will be the following:-
  - Chest Belts are covered for 3 months. \*Batteries are not included
  - 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.
- Warranty is only valid in Australia.

### **Chargeable Items**

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

*(Please Note # This fee applies for Metropolitan Areas only defined as 70km from GPO of Capital City. For Service Requests outside of the 70km from GPO of a Capital City prices will be advised on application.)*

- Parts outside of warranty period 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.

### **Parts Picking and Handling Fee**

For all non warranty parts there is an automatic picking and handling fee of \$19.95 Inc GST.

If the Spare Part is less than \$19.95RRP then the Picking and Handling Fee will be equivalent to the Price of the Part.

If there is multiple parts ordered simultaneously for the one TFG Service Request then their will be only a one off Picking and Handling fee applied.

## Warranty Types

### Onsite warranty:

For products purchased within a 70km radius of Capital Cities (GPO) 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 radius of Capital Cities (GPO). 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 times 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.

- TFG has the choice to deliver the replacement (change over) Product to the either the Customer's House or the Retail Store at TFG, s discretion.
- Any authorised Change Over is strictly door to door unless otherwise specified in writing by TFG.
- TFG has the choice to install or set up the replacement unit inside the customers' house and will be considered at our TFG, s discretion.
- It is the Customers responsibility to have the defect unit ready and available to be picked up by TFG outside their front door at time of replacement unit being delivered.

**(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.

In the instance where TFG is the distributor for International Brand/s we will continue to support the product warranty for as long as we are the appointed distributor. If the TFG distributorship is terminated, the newly appointed distributor shall be responsible for all warranty commitments.



**Cardio**                      *36 Months\* parts*  
                                      *12 Months labour*  
                                      **Lifetime** frame  
                                      **Lifetime** on Drive Motor

**Important Note:-**\*Consoles:-All Contact Heart Rate Sensors and Heart Rate bio feedback Reading on Consoles are covered by Warranty for 14 Days from Date Of Purchase.

**Please Note:-** Contact Heart Rate Sensors Accuracy and Performance can vary from user to user due to:-

2. The user's physiological make-up.
3. Electronic interference within the home and also the surrounding environment.



**Strength**

36 Months\* parts (To be Mailed Out)

**Lifetime** frame



**Cardio**

36 Months\* parts

12 Months labour

**Lifetime** frame

**Lifetime** on Drive Motor

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Please Note:- Contact Heart Rate Sensors Accuracy and Performance can vary from user to user due to:-

4. The user's physiological make-up.
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*24 Months parts*

*12 Months labour*

*7 years frame*

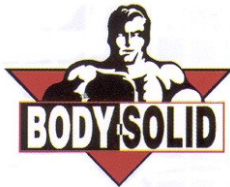
*5 years on Drive Motor*

***\*Please Note Important***

*The Fitness Generation will require the following faulty parts returned to our Spare Parts Division prior to replacement parts being despatched to the customer. (Please contact TFG National Service*

*Division 1300 796 636)*

1. Panel Control Boards
2. Motor Control Boards
3. Lower Control Boards
4. Consoles
5. Motor Plate



*24 Months parts (To be Mailed Out)*

***Lifetime frame***



### **Commercial Cardio Products**

5 Years Warranty \* on the following Electrical Parts-:

#### Treadmill

- Main console board
- Main key board
- AC drive(inverter)
- Main motor
- Incline motor

#### Upright, Recumbent and Elliptical

- Main console board
- Control cable (upper + lower)
- Lower control board

12 Months Warranty on all other Parts Including Wear & Tear Items-:

- Walk Belts
- Walk Decks
- Seats

### **Commercial Strength Products**

Lifetime Frame

12 Months Cables & Pulleys

3 Months Upholstery



### **Light Commercial Cardio & Strength Products (Rated As 6 Hours Usage Per Day)**

12 Months Parts & Labour