

Warranty Information

ALIGN-PILATES™ LIGHT COMMERCIAL WARRANTY

Terms of Limited Lifetime Warranty

Align-Pilates provides a light commercial warranty for the R8 Pro Reformer, effective from the date of purchase, exclusively for the original owner. This warranty covers domestic usage and includes limited light commercial usage for the R8 Pro Reformer, up to 20 hours per week, and has a user weight limit of 120Kg. Align-Pilates will repair or replace any mechanical component that malfunctions due to defects in materials and/or workmanship during the warranty period, subject to the specified conditions. Please note that the warranty does not extend to regular wear and tear, damage resulting from negligence, misuse, abuse, modification, or unauthorized repairs. It also excludes superficial scratches to the finish, as well as tears or indents in the upholstery. Align-Pilates will, at its discretion, repair or replace any parts deemed defective during the warranty period. In the event of a repair or replacement, the product may need to be sent to our premises for inspection before the replacement apparatus is dispatched. Any parts repaired or replaced under this warranty are covered for the remaining duration of the original warranty period. However, please be aware that this warranty does not cover shipping expenses, customs clearance fees (if applicable), or any costs incurred in the installation of repaired or replacement parts shipped in accordance with this warranty.

This warranty will be null & void if all safety, maintenance and usage instructions as specified in the manuals are not observed or, if the equipment is used for any other purpose other than for Pilates repertoire or if the equipment has been subjected to accident, abuse, improper service, or modification not authorised by Align-Pilates.

Duration of Limited Warranty

1) The R8 Pro Reformer carries a 3 year warranty (limited to 20 hours per week) for the main steel frame and standing platform, and the following warranty on the other parts;

a) Springs

2 year / 3,000 hours warranty is given on all springs, excepting that a decrease of 5% of the spring power per 1,500 hours usage is acceptable according to international standards. Align-Pilates Springs should be replaced after a maximum of 3,000 hours use or 2 years, whichever is earlier. In the event of any signs of damage or wear springs should be replaced immediately regardless of age or usage.

b) All other parts including wear and tear parts including Wheels, Straps, Ropes

1 year

c) Upholstery

The upholstery fabric on Align-Pilates equipment will be replaced if it fails to give normal wear for 90 days from the date of delivery. Proof of damage may be required. This warranty does not cover cuts, scratches, burns, stains, soiling, or damages caused by unreasonable use such as wearing jewelry or inappropriate clothing whilst using the equipment. Align-Pilates reserves the right to substitute an equivalent fabric if an identical fabric is not available. Upholstery must be properly cared for as laid out in the manual.

Warranty Return Procedure

The customer must call Align-Pilates or its authorized Distributor for authorization prior to returning the equipment. The customer is responsible for the cost of returning products to Align-Pilates (or their appointed Distributor) for warranty adjustment should this be deemed necessary. The customer is responsible for any damage or loss during shipment back to Align-Pilates (or their appointed Distributor). The customer is responsible for the cost of return freight to them in the event Align-Pilates decline to make a warranty adjustment. Align-Pilates do not accept responsibility for any items returned without a pre-approved authorization number, which must be clearly marked on the outside of the package.

Limitation of Liability

The above is our exclusive warranty and is in lieu of all other warranties, express or implied, including warranties of merchantability or fitness for any purpose. In no event shall Align-Pilates or their Distributors be liable for incidental, consequential or punitive damages.

Further Information

This warranty is issued by Align-Pilates Equipment Ltd. Contact details: 430 Enterprise Way, Vale Park, Evesham, Worcs WR11 1AD, UK. Telephone + 44 1386 425920. Email: customercare@align-pilates.com

For more information about Align-Pilates equipment please visit: www.align-pilates.com