

Warranty Information

ALIGN-PILATES™ LIMITED COMMERCIAL WARRANTY FOR A, C & M Series Reformers

Terms of Warranty

Align-Pilates provides a commercial warranty, effective from the date of purchase, exclusively for the original owner only. This warranty covers both domestic & commercial usage for your apparatus, up to 37.5 hours per week, and has a user weight limit of 150Kg. 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 cover 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, indents in the upholstery or rust. To prevent rust store the equipment in a clean, dry environment. In coastal areas, protect against corrosion by regularly wiping down the equipment & minimising exposure to sea air. 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 recognized 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) Metal & Aluminum Frames and welded components

10 year warranty

2) Wooden Frames & Spring Bar mechanisms

5 year warranty. Wooden frames must not be positioned next to convection radiators or, air conditioning units.

3) Foot Bar mechanisms

3 year warranty

4) Other non-wear and tear components

2 year warranty

5) Ropes, Straps, Clips, Handles & Wheels

1 year warranty

6) Springs

Studios with up to 5 Reformers: 2 years/3,000 hours of use: whichever comes first.

Studios with 6 or more Reformers: 1 year or 3,000 hours: whichever comes first.

This warranty reflects the anticipated wear and tear based on the type of usage. Studios with a higher number of Reformers are likely to offer lower levels of supervision, which can result in damage to springs. This ensures that all studios can maintain optimal equipment functionality and safety standards, regardless of their scale of operations.

7) 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.

Upholstery must be properly cared for – do not use chemical sprays or industrial soaps.

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. For more details, visit align-pilates.com/contact-help/returns-policy/

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

Contact details: 430 Enterprise Way, Vale Park, Evesham, Worcestershire, 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

Align-Pilates is a registered trademark of Align-Pilates Equipment Ltd.