

Warranty Information

ALIGN-PILATES™ LIMITED LIFETIME WARRANTY

Terms of Limited Lifetime Warranty

Align-Pilates offers the following limited lifetime warranty, for the periods as stated below from the date of purchase, to the original owner of their products, upon presentation of an original invoice in their name. The warranty is a Light Commercial Warranty allowing for a maximum usage of 27.5 hours per week. Align-Pilates will repair or replace any mechanical part that malfunctions due to defects in materials and/or workmanship during the warranty period. The warranty excludes normal wear and tear, damage due to negligence or misuse, abuse, modification or unauthorized repair; scratches to the finish, and tears or indents in the upholstery. Align-Pilates will, at its discretion, repair or replace any parts deemed defective during the warranty period. If we opt to repair or replace your apparatus, this may require that your product is returned for inspection at our premises prior to sending out replacement apparatus. Parts repaired or replaced under the terms of this warranty will be warranted for the remainder of the original warranty period only. This warranty does not cover shipping charges, customs clearance fees (where applicable) or any costs incurred in installing repaired or replacement parts shipped under the provisions of this warranty. This warranty will be null & void if springs are not changed as specified or, 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) Metal Frames & welded components.

10 year warranty

2) Wooden Frames, Spring bar and footbar mechanisms

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

3) Other non-wear and tear components

2 year warranty

4) Ropes, Straps, Spring Clips, Silent pulley rubber shackle, Handles, Fuzzies, Wheels, foot straps, Rotational disks and Non Foam Rollers

1 year warranty

5) 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.

6) 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 jewellery 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.

RETURNS

Items that may not be returned:

Reformers, Cadillacs, Half Cadillacs, Wall units, Ladder barrels, chairs, mat convertors & springs.

CONTACT

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

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