

CRAZY CHEAP FITNESS PRODUCT WARRANTY POLICY

In producing this Warranty Policy it is our aim at Crazy Cheap Fitness to provide a fair and balanced warranty framework, incorporating business systems and procedures that focus on providing fast and effective solutions to our customer's technical service and repair requirements.

This document details the Product Warranty Policy applicable to products sold by Crazy Cheap Fitness. It has been formulated with close consideration of the Trade Practices act 1976 and shall in no way diminish or infringe a consumers statutory warranty rights as specified in this act. This Warranty Policy forms part of the Crazy Cheap Fitness business terms and conditions and shall supplement or amend existing terms and conditions as applicable. This policy overrides any other warranty statements including those made in products brochures & instruction manuals.

Warranty Overview:

Products sold by Crazy Cheap Fitness shall be free of defects (unless a product is sold or advertised with a defect as may be the case with second-hand or demonstration condition equipment) and shall operate and be of a quality that matches the operation and quality of the same, or a similar product, displayed in our showroom. Crazy Cheap Fitness warrants that products shall operate without fault or defect, as the equipment was intended to be used by the manufacturer, for a reasonable period of time from the purchase date by the original purchaser. In all circumstances this period of time shall be the warranty time period specified on the purchaser's original invoice, or will default to 12 months should no warranty period be stated.

Manufacturer's Intended Use of equipment

It is important to consider the intended application of the equipment when making a fitness equipment purchase and choose an appropriate product for the intended application. This is particularly important when using equipment in light commercial and commercial applications. For example: using a home use machine in a commercial application may limit or even void the warranty as the machine was not designed to be used in such an environment. When making warranty assessments consideration shall be given, by Crazy Cheap Fitness, to intended manufacturer's use of the equipment and the actual use of the equipment by the purchaser. When reviewing actual use and intended use of a product, consideration may be given to the price of equipment, construction technique and grade/quality of materials used in its construction.

Parts Warranty Only

Should a product, or a component of a product, be deemed to be defective for any valid reason as specified by this policy, then the cost of the replacement product, or product component or repair to the product or product component, shall be borne by Crazy Cheap Fitness.

Parts & Labour Warranty

In circumstances where the warranty specifies '**parts and labour**' terms for a particular time period, and a product or product component is deemed to be defective for any valid reason as

specified by this policy, and the warranty claim is made within the specified time period, then the cost of the replacement product, or product component or repair to the product or product component; **and the technical labour cost of affecting the warranty repair or component replacement** shall be borne by Crazy Cheap Fitness.

The warranty (either parts or parts and labour) does not cover the cost of transporting the product or product component to and from the place of purchase (Crazy Cheap Fitness Retail Location) as specified on the original invoice. Any additional costs, including transportation costs, shall be borne by the purchaser.

The warranty shall also cover the replacement or repair of components of the product that may have been damaged or degraded due to the original defective part or component. In these circumstances the replacement or repair to these secondary components shall be of a standard or condition that matches the state of the component prior to the secondary components being damaged or degraded. This is the full extent of the product warranty provided by Crazy Cheap Fitness.

A product or product component may be deemed to be defective for any of the following reasons:

- As a result of the manufacturing process. For example: improper or incomplete manufacturing techniques, sub-standard materials or components used in the manufacturing process and sub-standard product finishing. Examples are: welds breaking under normal use, metal bending & deforming under normal use, paintwork not complete or flaking off, rust on components etc.
- Damage caused during packaging, shipping, warehouse handling and product dispatch. (excludes: aftermarket transport by courier company, or private transport or moving of product by purchaser or their representative)
- Damage caused during installation or assembly of equipment by Crazy Cheap Fitness technicians or representatives.
- A product component is missing from original packaging.

Warranty Period:

The default warranty period for most products sold by Crazy Cheap Fitness is 12 months from the purchase date specified on the original invoice. Some products may only have a 3 month warranty period while other products may have a warranty period of 2 years or more. In some situations a product may have no warranty at all. This may be the case if a product is sold as a second-hand unit or as a demonstration model. The warranty period may vary for different components of a product purchased. For example: a treadmill frame and deck may have a 2 year warranty while the electronic components of the treadmill may have a 12 month warranty. The warranty period stated on the invoice directly below the product description shall be the warranty period applicable to the product and/or product components. Should there be no warranty description below the product description then the default warranty period will be 12 months.

What is not covered by Warranty?

The following shall not be covered by any warranty claim:

- Normal wear and tear of products and product components;
- Consumable components (unless broken, damaged or missing from original packaging)
 - i.e. home gym cables, pulleys, treadmill belts, drive belts/fan belts, fuses, exercise bike pedals, bearings, bushings, rubber grips, upholstered seats, foam pads and other parts that wear out with everyday use of the product.
- Damage resulting from transportation, installation, moving or relocation of equipment by the purchaser or their representatives;
- Improper, inadequate or incomplete assembly and/or installation of equipment, which may result in product fault or damage;
- Failure to follow assembly/installation/operational instructions properly;
- Abuse, improper use of equipment or use of unauthorized attachments with equipment;
- Modifications of any kind to equipment;
- Unsolicited technical repair to equipment;
- Failing to use equipment as it was intended;
- Using equipment outdoors (ie: under pergolas) or in very dusty environments (ie: in garages), unless the equipment is specifically designed and intended to be used outdoors and this is stated in the assembly instruction manual or on the invoice.
 - Electronic components such as Printed Circuit Boards (PCBs) and treadmill motors wear out extremely quickly under very dusty conditions. Warranty claims shall be dismissed when equipment is used in such environments.
- Failing to perform maintenance and servicing procedures on equipment.
 - Maintenance and servicing procedures may be detailed in the product instruction manuals, maintenance manuals, or may be common sense procedures, such as lubrication of wheels, pulleys, bushings & bearings; regular tightening of bolts, and keeping the product clean and free of dust etc.

Warranty Process

In the event of a defective or faulty product or product component, the product or product component, will be assessed and any repair work completed in accordance with this policy.

Customers please ensure Proof of Purchase and Warranty Claim Form is completed and returned with goods for a Warranty Assessment. This will ensure your claim is completed in the quickest and most professional manner.

The warranty process can be detailed as follows:

- 1) Customer to return the product to place of purchase
 - Return with **PROOF OF PURCHASE**– original invoice.
 - If customer does not have their original invoice Crazy Cheap Fitness may have a copy on our files if the customer provided their name and contact details

when goods were purchased. Please let us know and we can do a search for you.

- If customer is unable to return the product to the place of purchase they can:
 - Return the product component that has failed (or is thought to have failed) (i.e.: treadmill computer, exercise bike leg etc)
 - Pay to have the product couriered back to Crazy Cheap Fitness. We can advise courier companies that customers may choose to use.
 - Another popular option is to use hire trailers or utes as offered by hire companies and Bunnings Warehouse.
 - Return with **WARRANTY CLAIM FORM** filled out (can download this form from www.crazycheapfitness.com). This form allows customers to state the problem with product, how the problem occurred as well detail their personal contact details.
- 2) Warranty assessment by Crazy Cheap Fitness Management or Technical Services Department.
 - Inspection of equipment and completion of **Warranty Assessment Report**.
 - Warranty Assessment Report completed includes problems identified and feedback on how to maintain product and avoid further problems if applicable.
 - 3) Customer notified of outcome.
 - Done by email, telephone or in writing as requested by customer on Warranty Claim Form.
 - 4) Product repaired either under warranty or repaired at expense of customer if not covered by warranty. Refer to Schedule of fees and charges on last page of this document.
 - 5) Product tested prior to collection.
 - 6) Product collected by customer and customer issued with hardcopy of Warranty Assessment Report.
 - 7) All paper work filed.
 - Signature required on pickup of equipment by customer and all paperwork filed away.

Warranty on repairs and parts

Parts used in warranty repairs and the labour component of replacing or installing these parts, shall be guaranteed against failure or defect for 12 weeks from the date the goods are pick-up from Crazy Cheap Fitness at the completion of the original warranty repair. Crazy Cheap Fitness reserves all rights with regards to honouring warranty on warranty repairs, and may at its complete discretion refuse to replace parts or provide additional labour in this regard.

Time frame for warranty assessment and repair

Crazy Cheap Fitness shall endeavour to complete a warranty assessment and affect a warranty repair in the quickest time possible. If a spare part needs to be fabricated or ordered from an overseas supplier, the timeframe for such a repair may be longer. Crazy Cheap Fitness shall endeavour to affect a warranty assessment within 7 days of a products return to our premises and affect a warranty repair within 14 days of the completion of warranty assessment.

Warranty Fraud and Dishonesty

False warranty claims or providing misleading information to Crazy Cheap Fitness in order to obtain a warranty repair or product replacement, will result in the following:

- Any Illegal or fraudulent activity shall be reported to the appropriate authorities;
- All costs incurred by Crazy Cheap Fitness in affecting a warranty repair or providing a warranty assessment shall be payable by the owner of the goods. These costs may include: technical repair costs, cost of spare parts, petrol and vehicle expenses, administrative fees (i.e.: postage etc) and any legal fees. Goods shall not be returned to the customer until all expenses are paid for in full by cash, to Crazy Cheap Fitness.
- Ultimately, all charges payable shall be determined by management.
- Future repair or provision of warranty services may be denied to such individuals or companies as applicable.

Refund of money or complete product replacement

Crazy Cheap Fitness may, at its complete discretion, decide to provide a refund to a customer or provide a complete product replacement under certain strict circumstances. Such circumstances may be: a product failing repeatedly or if a product failure is considered to be very serious.

The refund of the purchase price of a product shall be calculated on a pro-rata basis. Pro-rata refunds take into consideration use of the equipment and the potential resale or residual value of the equipment. These types of refunds are consistent with applicable law (trade practices act) and are generally considered fair to all parties. Service charges are non-refundable. Service charges include delivery and installation of equipment, courier fees, technical service fees etc.


Refunds shall be made by company cheque, direct bank deposit to a customer's bank account, or to a credit card if the original purchase was by credit card. In some instances if the refund amount is over \$800 we will be unable to provide a refund onto a customer's credit card due to refund limits stipulated by the bank. All refunds shall be issued by management and may not be done on the spot. A customer can arrange a date to pick-up a company cheque from our retail location if this is preferred, otherwise cheques will be sent via registered mail or funds deposited directly into a customer's bank account.

In situations where a replacement product is provided in exchange for a faulty product the warranty applicable to the original purchase shall apply to the replacement product. Under no circumstances does a new warranty or renewed conditions apply to the replacement product.

Third Party Fitness Equipment Service Companies – OUT OF WARRANTY REPAIRS

In some circumstances, Crazy Cheap Fitness may employ the services of Third Party Fitness Equipment Service companies for the repair, servicing and installation of equipment. These companies are also great for getting a piece of equipment repaired or serviced which may be **out of warranty**. The Yellow Pages or an online search will provide an extensive list of possible companies who may be able to help you with your technical servicing requirements.

Crazy Cheap Fitness use and recommend the following company:

	Altech 21 service gym equipment across the whole of Melbourne and Victoria. Contact Altech 21 on: 1300 668 308 Mobile: 0414 977 151 (Jason) or email: Service@Altech21.com.au
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Crazy Cheap Fitness Schedule of Fees & Charges (Sample list and subject to change)

Labour	Ex GST
Labour – technical assessment and repair	\$50 per hour (15min blocks)
Labour – equipment delivery and installation	\$40 per hour (15 min blocks)
Common Part Pricing	
Treadmill Lower PCB Board Motorized Incline	\$150
Treadmill Lower PCB Board Non Motorized Incline	\$90
Treadmill Upper Computer/PCB Motorized Incline	\$180/\$90 PCB only
Treadmill Upper Computer/PCB Non Motorized Incline	\$80 to \$120/\$60 to \$90 PCB only
Treadmill Belts	\$50 to \$250
Exercise bike pedals	\$25 a pair
Bike/Elliptical computer – Basic/Advanced	\$25/\$50 (w/o batteries)
Bearings	\$5 to \$15 ea
Home gym pulleys 3inch/4inch	\$10 to \$20ea
Home gym cables (basic cable - normal length/long - advanced cable)	\$25 to \$50 ea
Pads, grips, foam covers	\$10+/\$5+/\$10+
Deliveries	
Melbourne Metro – same day (east and inner/west and north) – all sizes	\$40/\$50
All other areas – Australia wide	On application or check website

What to do if you are not happy with our Company Product Warranty Policy, or feel your rights have been infringed.

The following are suggested options:

- Put your complaint in writing to Crazy Cheap Fitness management stating your position. Please be factual and provide specifics where possible.
- Contact Consumer Affairs Victoria (or the consumer affairs office in your state) for advice and assistance regarding your rights as a consumer:
 - You can visit Consumer Affairs Victoria at their website: www.consumeraffairs.vic.gov.au

