

UK TERMS OF SALE

IMPORTANT NOTICE:

UK 14 day cool off period:

For goods purchased at a distance, the 14-day cooling period starts from the day after the date you take ownership of the goods. You can cancel the goods at any time from the moment you place your order and up to 14 days after the date they arrived.

Returns are subject to a 20% processing/restocking fee after the 14 day cooling off period. The 20% fee is applied to the original purchase price. The fee will be applied against to your refund payment.

This document contains important information about your rights and obligations as a UK customer, as well as conditions, limitations, and exclusions that might apply to you. If you are purchasing outside of the UK, please refer to the correct policy. Please read it carefully.

These terms and conditions (these “Terms of Sale”) apply to the purchase and sale of products and services through <https://powerblock.com> (the “Site”). These Terms may have changed since you last reviewed them and are subject to change by PowerBlock, Inc. (“PowerBlock”, “we”, “us” or “our”) from time to time. The latest version of these Terms of Sale will be posted on this Site, and you should review these Terms before purchasing any product or services that are available through this Site. When you buy from us it means that you accept and agree to these Terms

These Terms of Sale are an integral part of the Website Terms of Use that apply to the use of our Site. You should also carefully review our Privacy Policy before placing an order for products or services through this Site.

ORDER ACCEPTANCE, RETURNS, REFUNDS, AND CANCELLATION

You agree that your order is an offer to buy, under these Terms of Sale, all the services listed in your order. All orders must be accepted by us or we will not be obligated to sell services to you. We may choose not to accept any orders in our discretion, for example, because a product is unexpectedly out of stock, because you are located outside our delivery areas, as stated on our website, or because the product was mispriced by us. When this happens, we let you know as soon as possible and refund any

sums you have paid. After having received your order, we will send you a confirmation email with details of the items you have ordered. Acceptance of your order and the associated formation of the contract of sale between you and PowerBlock can not take place unless you click the “Pay Now” button.

We also have the right to cancel in the event of suspected fraud occurring.

We created PowerBlock to help you craft your own story, one rep, set, and workout at a time, and we want you to love using our products. If, for any reason, you don't love using our products, let us know.

You have a legal right to change your mind about your purchase and receive a refund of what you paid for it, including the delivery costs. This is subject to some conditions, as set out below. You can't change your mind about an order for:

- products sealed for health protection or hygiene purposes, once these have been unsealed after you receive them;
- goods that are made to your specifications or are clearly personalised; and
- goods which become mixed inseparably with other items after their delivery.

If you change your mind about a product, you must let us know no later than 14 days after the day we deliver it. If your purchase is split into several deliveries over different days, the period runs from the day after the last delivery.

To let us know you want to change your mind, contact PowerBlock at +1 (800) 997-3999 (Office Hours: 14:30-23:00 GMT (Mon-Fri)) or questions@powerblock.com or [fill out this form](#)

MERCHANDISE RETURNS

IMPORTANT: Returns are subject to a 20% processing/restocking fee after the 14 day cool off period. The 20% fee is applied to the original purchase price. The fee will be applied to your refund payment.

PowerBlock, Inc accepts returns of merchandise only under the following conditions:

- Please either contact PowerBlock at +1 (800) 997-3999 (Office Hours: 14:30-23:00 GMT (Mon-Fri)) or questions@powerblock.com with the subject reading “RMA Request”, or [fill out this form](#) to let us know if you wish to return a product within the 14 day cool off period.
- You must receive an RMA (return merchandise authorization) from PowerBlock before shipping the merchandise back to PowerBlock. The RMA will be e-mailed to your e-mail linked to the order.
- Products returned without an RMA number will not be refunded or credited and will be discarded.

- After the RMA has been assigned, the merchandise must be shipped within 14 business days from date the RMA is delivered to the customer.
- Products must be returned undamaged in suitable packaging (preferably original cartons). If after inspection, we deem any merchandise damaged, PowerBlock reserves the right to discard the product and not refund the entirety of the order to the customer.
- Must be in original condition with all materials included.
- Customer is responsible for all return shipment costs to PowerBlock, Inc after the cooling off period.

UNAUTHORIZED RETURNS

An unauthorized return is defined as any merchandise returned to our facilities without a valid and current RMA number issued by PowerBlock which cannot be allocated to a customer. Failure to properly mark packages with a valid RMA number, or allowing an RMA number to expire, may cause PowerBlock to consider a return unauthorized. Unauthorized returns will not be subject to a refund or credit and PowerBlock will discard the product. The customer assumes all shipping and handling charges for any unauthorized return. We therefore recommend that you send your return via recorded delivery and/or obtain a proof of postage.

ORDER CANCELLATION/FEE'S

IMPORTANT: Order cancellations are subject to a 20% processing/restocking fee. The 20% fee is applied to the original purchase price after the cooling off period. The fee will be deducted from your refund payment.

Your order is processed as soon as you click the "Pay Now" button. Orders will ship within 2-4 business days. To cancel your order, call us directly at +1 (800) 997-3999 or email questions@powerblock.com with the subject reading "Cancel Request".

PRICES AND PAYMENT TERMS

All prices posted on this Site are subject to change without notice. The price charged for our products will be the price in effect at the time the order is placed and will be set out in your confirmation email. Price increases will only apply to orders placed after such changes. Posted prices include value added tax

(VAT). The amount of VAT included in the price of our products will be itemized in your shopping cart, at checkout and in your confirmation email. A PDF download is available.

Terms of payment are within our discretion, and payment must be received by us before our acceptance of an order. We accept VISA, MasterCard, Discover, American Express, and PayPal for all purchases. You represent that (i) the credit card information you supply to us is true, correct, and complete, (ii) you are duly authorized to use such credit card for the purchase, (iii) charges incurred by you will be honored by your credit card company, and (iv) you will pay charges incurred by you at the posted prices, including all applicable taxes, if any.

WARRANTY POLICY

PowerBlock, Inc provides limited warranty coverage for new product and certified manufacturer refurbished product sold through PowerBlock and PowerBlock Authorized Dealers.

PowerBlock warranty coverage is non-transferable and apply ONLY to the original purchaser of the product whom purchased from PowerBlock or a PowerBlock Authorized Dealer. Any purchase from a 3rd Party Seller (seller on Craigslist, eBay, etc.) or Non-Authorized Dealer/Seller is strictly void of warranty coverage. Please contact PowerBlock Customer Service if you have questions regarding an Authorized Dealer. Please see the [full warranty policy](#) for all warranty details.

Register your warranty by visiting [PowerBlock Warranty Registration](#).

SHIPPING OF MERCHANDISE

PowerBlock generally will ship out an order processed through the site within 2-4 business days. We will communicate any back-orders or exceptions to this general time frame to you by e-mail or telephone. We ship our products through various delivery services—Pallex, DPD and common carrier freight lines, as well as a fulfilment provider, Nissin UK —depending on size of order and location.

Upon receipt of your order, please inspect the packaging and products carefully. Any considerable damage to the box or products should be noted. If you find any damage to the products or any that ordered products are missing, please contact us immediately at [+1 \(800\) 997-3999](#) (Office Hours: 14:30-23:00 GMT (Mon-Fri)) or email questions@powerblock.com. We will help resolve the situation. We honour our legal duty to provide you with products that are as described to you on our website and that meet all the requirements imposed by law.

If our supply of your product(s) is delayed by an event outside our control we contact you as soon as possible to let you know and do what we can to reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can contact us to receive a refund for any products you have paid for, but not received.

PRIVACY

We respect your privacy and are committed to protecting it. Our [Privacy Policy](#) governs the processing of all the personal data we collect from you in connection with your purchase of products or services through the Site.

DISPUTE RESOLUTION

In the unlikely event that a dispute arises between you and us, it's in both of our interests to resolve disputes in the quickest and most cost-effective way.

Any controversy or claim arising out of or in any way related to your use of the Site, the Terms of Use (or any breach thereof), the Terms of Sale (or any breach thereof), your purchase of products through the Site, or any products sold by PowerBlock shall be governed by English law. Wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

WAIVER AND SEVERABILITY

Nothing we do can be deemed a waiver by PowerBlock of the terms and conditions of these Terms of Sale. In addition, no failure by us to enforce any right or provision of these Terms of Sale does not constitute a waiver of future enforcement of that right or provision.

If a court finds any provision of these Terms of Sale to be invalid, illegal, or unenforceable for any reason, such provision shall be deemed to be eliminated or limited to the minimum extent such that the remaining provisions of the Terms of Sale will continue in full force and effect.

NO THIRD PARTY BENEFICIARIES

These Terms of Sale do not and are not intended to confer any rights or remedies upon any person other than you.

CONTACT INFORMATION

We are PowerBlock, Inc. Our registered address is at:

14255 Southcross Drive W
Burnsville, MN 55306, USA

Our VAT number is GB501606437.

To ask questions or comment about these Terms of Sale, contact us at: questions@powerblock.com

You can also contact us by telephone [+1 800 997 3999](tel:+18009973999)

(Office Hours (GMT): 14:30-23:00 (Mon-Fri) or by completing [this online form](#)).