

WARRANTY & REPAIRS

PowerBlock products are built to provide you many years of use if used correctly. However in the rare occasion, if issues do happen, we have excellent after-sales service that will get your equipment up and running again. If you have a material or workmanship defect or damaged product, please visit <https://powerblock.com/pages/warranty-claim-form> and fill out the requested form. Another option is to e-mail questions@powerblock.com with your order details, a brief description of the issue and attach photos to help describe the issue. If you have a void or expired warranty, parts are available online for purchase. For International Customers, please visit the authorized dealer you purchased your set from for warranty fulfillment.

WARRANTY POLICY

STANDARD WARRANTY GUIDELINES

The benefits provided to you by this contractual product warranty are in addition to other rights and remedy available to you under law.

ORIGINAL PURCHASER

Our warranty only applies to the original purchaser and purchase date from where the purchase was made from our www.powerblock.com online store or authorized PowerBlock, Inc. reseller only and is strictly non-transferable. All warranties commence on the date of purchase.

WHAT DOES THE WARRANTY COVER

This warranty covers any defects in materials or workmanship in your PowerBlock product. THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE BY POWERBLOCK ON YOUR POWERBLOCK EXERCISE EQUIPMENT. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES, OR WARRANTIES, WHETHER EXPRESSED OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSED END AT THE SAME TIME COVERAGE UNDER THIS EXPRESSED LIMITED WARRANTY ENDS.

PowerBlock, it's distributors, or authorized retailers do not authorize any person to assume for them any obligations or liabilities greater than or different from those set forth in this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply.

PARTS REPLACEMENT & REPAIRS CUSTOMER RESPONSIBLE FOR ALL SHIPPING COSTS

In order to be eligible for repair or replacement under this warranty you must register your exercise equipment within 30 days of purchase by visiting <https://powerblock.com/pages/warranty-registration>. After determining whether there are defects in materials or workmanship to the product, PowerBlock will in its discretion, determine the reasonable action method to remedy the issue. For most issues, parts can be easily replaced, and for these issues, PowerBlock will send the relevant part.

Customer is responsible for shipping charges for the replacement part. In the unlikely event of a major fault, at PowerBlock's discretion, we may request the item back for repairs or replacement for assessment. In the instance PowerBlock request the item back for inspection, the customer is responsible for shipping the product back to PowerBlock at customer's expense. If the product damage is a result of manufacturer or workmanship defects, PowerBlock will replace or repair that item at no cost to you. If the product is deemed damaged without indication of manufacturer or workmanship defects, PowerBlock will offer replacement or repairs services to the customer at the customer's expense including shipping. Expenses must be paid prior to PowerBlock performing repair or replacement services. Purchased replacement parts do not extended the warranty from the original purchase date of the product.

PURCHASED REPLACEMENT PARTS

When you buy a replacement part on its own, it does not come with its own separate warranty, and it will not restart or extend the warranty on your original equipment. This does not affect coverage of components included with your original equipment, which remain subject to the Warranty Periods table.

Replacement parts are limited to the following:

- Weight Plates
- Selector Pin
- Micro Weights
- Handle Assembly

RETURNING PRODUCTS TO POWERBLOCK REMEMBER: YOU PAY ALL SHIPPING COSTS

We recommend that you keep your original product packaging if possible. In the unlikely event that you require a warranty repair and you do not have the original packaging; you will take the responsibility for safely packaging your product for transport. PowerBlock accepts no liability for any additional damage that may occur in transit. Product arrived in damaged packaging to PowerBlock Returns Department can result in undeterminable warranty request if the product has been further damaged; the customer may incur additional charges as a result.

PROOF OF PURCHASE & INFORMATION ASSESSMENT

Proof of purchase (invoice or paid order confirmation) must be provided when requesting warranty repair or replacements. Warranty repair or request without the proof of purchase will not be covered by warranty. In order to assess damages or faults, photographic evidence must be submitted to the Technical Support team (questions@powerblock.com) for review, before the product can be repaired or replaced in accordance with these terms. You may also fill out the parts request form on <https://powerblock.com/pages/warranty-claim-form> For International Customers, please provide images and reportings to your authorized resellers customer care team.

WARRANTY EXCLUSIONS

Without limiting any statutory rights which may be available to the consumer in respect of the product, including those under law, this warranty will not apply to:

- Damage caused through incorrect assembly of product;
- Any product used for commercial use that is not authorized for commercial use;

- Any product purchased outside of North America;
- Any product stored outdoors;
- Any defects caused by accidents, natural disasters, lightning, water, fire, wind, storms
- Any defects caused by abuse or theft of the product;
- Normal wear and tear of the product;
- Purchased Replacement Parts;
- Damage caused to product due to negligent or faulty use, improper maintenance, storage or handling by the user. Negligent or faulty use includes dropping of the product;
- Any adaptation or changes to the product which are not in accordance with the user manual supplied with the product;
- Damage resulting from:
 - Incorrect adjustments to adjustable benches, adjustable weight systems including dumbbells, barbells, and kettlebells;
 - Transportation (excludes transit damage when dispatched from an authorized PowerBlock seller)
 - Abuse, misuse, failure to follow instructions, improper or abnormal usage;
 - Alteration, modification, defective installation;
 - Unauthorized repairs, alterations or modifications from an unauthorized third party.
 - Pets;
 - Entry of foreign matter into the product including liquid, moisture or dirt; and
 - Rust corrosion.

Please see CARE AND MAINTENANCE section of the Owner's Manual provided with your product for care and maintenance of your product. **POWERBLOCK SHALL NOT BE RESPONSIBLE FOR INJURY, INCONVENIENCE, LOSS, OR DAMAGE TO PERSONAL PROPERTY, WHETHER DIRECT OR INDIRECT. CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE NOT RECOVERABLE UNDER THIS WARRANTY.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other right that vary from state to state.

COMMERCIAL WARRANTY POLICY

COMMERCIAL WARRANTY GUIDELINES

Commercial Warranty applies only to the Commercial models and products indicated by PowerBlock in the table below. Process for warranty repairs or replacements follows the same procedures and guidelines as stated above. PowerBlock home models and products are not warranted for commercial use.

WARRANTY PERIODS

PRODUCT CATEGORY	COMPONENT COVERED	WARRANTY PERIOD
Home Adjustable Dumbbells Models Included: Sport 24, Pro 32, Pro 50, Pro 100 EXP, Elite USA 90 EXP, Elite EXP, PowerBlock EXP <i>Disclaimer: Home Models are not warranted for Commercial Use.</i>	Handle Assembly	5 Year Limited Warranty
	Weight Plates	5 Year Limited Warranty
	Selector Pin	1 Year Limited
	Micro Weights	1 Year Limited
Commercial Adjustable Dumbbells Models Included: Commercial Pro 32, Commercial Pro 50, Commercial Pro 100, Commercial Pro 125/175 <i>Disclaimer: Warranted for Commercial Use</i>	Handle Assembly	1 Year Limited Warranty
	Weight Plates	1 Year Limited Warranty
	Selector Pin	1 Year Limited Warranty
	Frame	1 Year Limited Warranty
Dumbbell Stands	Protective Items	90 Day Limited Warranty
	Frame	5 Year Limited Warranty
Benches	Frame	5 Year Limited Warranty
	Pads	90 Day Limited Warranty

PRODUCT CATEGORY	COMPONENT COVERED	WARRANTY PERIOD
Kettlebells	Frame/Weight Inserts	5 Year Limited Warranty
	Pin	1 Year Limited Warranty
Barbells	Handle Cores	3 Year Limited Warranty
	Bar	3 Year Limited Warranty
Attachments	Frame	1 Year Limited Warranty
	Grips	90 Day Limited Warranty
Resistance Bands	Band	90 Day Limited Warranty

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