

POWERBLOCK LIMITED WARRANTY

FOREWORD

Thank you for purchasing PowerBlock equipment. We want you to know that we appreciate your business and realize there are many other places you could have spent your fitness dollars and will do our best to exceed your expectations in both product and customer service. PowerBlock products are built to provide you many years of use if used correctly. By accepting delivery of, or using, the PowerBlock products accompanying this Statement of Warranty and Limited Liability, you agree to the terms and conditions contained herein.

If you have any questions or concerns, please contact our Customer Service Department at questions@powerblock.com or call us at (800) 997-3999 and we'll do everything we can to make it right.

PowerBlock, Inc.
14255 Southcross Drive W
Burnsville, MN 55306 USA

CONSUMER LIMITED WARRANTY

WHO MAKES THIS WARRANTY?

This warranty is made by PowerBlock, Inc. ("PowerBlock"), 14255 Southcross Drive W, Burnsville, MN 55306 USA, +1 (800)-997-3999.

If you purchased your product from a UK retailer, your primary legal contract is with the retailer, not the manufacturer.

This warranty does not affect your statutory rights as a consumer.

WHO IS COVERED?

This Warranty applies only to the original UK consumer purchaser who bought the product from:

- PowerBlock directly, or
- An authorized UK retailer

Proof of purchase is required.

WHAT DOES THE WARRANTY COVER?

This Limited Warranty covers defects in materials or workmanship in the product components listed in the Warranty Periods tables below, when used and maintained as directed in the Owner's Manual.

THIS MANUFACTURER'S WARRANTY IS PROVIDED IN ADDITION TO, AND DOES NOT AFFECT, YOUR STATUTORY RIGHTS UNDER UK LAW, INCLUDING THE CONSUMER RIGHTS ACT 2015. NOTHING IN THIS WARRANTY EXCLUDES OR LIMITS ANY RIGHTS OR REMEDIES YOU MAY HAVE AGAINST THE RETAILER FROM WHOM YOU PURCHASE THE PRODUCT.

HOW LONG DOES THE COVERAGE LAST?

Coverage periods for each component are shown below and begin on the purchase date. Any implied warranties last no longer than the applicable limited warranty period and only apply to the original purchaser. If a part is repaired or replaced under this Limited Warranty, the replacement part is covered for the longer of (a) the remainder of the original coverage period for that part or (b) 90 days from the date of repair or replacement.

PRODUCT CATEGORY	COMPONENT COVERED	WARRANTY PERIOD
Home Adjustable Dumbbells	Handle Assembly	5 Year Limited Warranty
Models Included: Sport 24, Pro 32, Pro 50, Pro 100 EXP, Elite 90 USA EXP, Elite 90 EXP, PowerBlock EXP	Weight Plate Weldments	5 Year Limited Warranty
	Weight Plates	1 Year Limited Warranty
	Selector Pin	1 Year Limited Warranty
	Tether Cord	1 Year Limited Warranty

	Micro Weights	1 Year Limited Warranty
Stands	Frame	5 Year Limited Warranty
	Protective Items (tray mat)	90 Day Limited Warranty
Benches	Frame	5 Year Limited Warranty
	Pads	90 Day Limited Warranty
Adjustable Kettlebells and Kettlebell Handles	Frame/Weight Inserts	5 Year Limited Warranty
	Handle	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

WHAT WILL POWERBLOCK DO?

If your product develops a fault, you are entitled to remedies under the Consumer Rights Act 2015. Your primary rights are against the retailer from whom you purchased the product. This manufacturer's warranty is provided in addition to those rights.

Where a defect in materials or workmanship is confirmed, PowerBlock will, at its discretion, repair or replace the product within a reasonable time and without significant inconvenience to you.

C O S T S A N D S H I P P I N G

If a fault is confirmed within six months of delivery, PowerBlock (or the retailer, as applicable) will bear all reasonable costs of inspection, return, repair, replacement, and delivery.

If a fault is confirmed after six months, reasonable shipping or handling charges may apply where permitted by law, unless the consumer can demonstrate that the fault was present at the time of delivery.

If inspection shows that the issue is not due to a manufacturing defect or workmanship fault, PowerBlock may offer repair or replacement at your expense, including parts, labour, and shipping. Any such charges will be agreed with you before any work is carried out.

C A N C E L L A T I O N S

Under the Consumer Contracts Regulations 2013, if you are purchasing as a consumer online or by phone, you have the right to cancel your purchase at any time up to 14 working days after the day on which you received the goods you ordered. This excludes personalized items, which cannot be returned or exchanged unless faulty.

Notification of the cancellation request must be received in writing within 14 working days; starting from the day after the goods are received.

PowerBlock will refund the cost of the item(s) ordered and, in addition to this, any paid delivery charge. Note that the delivery charge refund will be to the value of standard delivery (as permitted by law). PowerBlock is not liable to cover costs of returning the goods. Goods must be returned in their original, unused and saleable condition.

If for any reason we have arranged to collect the goods from you, we reserve the right to recover the costs of collection from you.

R E F U N D S

If you decide to return something and written notification is received after the 14 day period (refer to Consumer Contracts Regulation above), we will offer an exchange gift card to the value of the goods up to 28 days from the date you received your goods. Once the 28 day period has passed we have the right to refuse returns of any unwanted items.

DAMAGED/FAULTY GOODS

In the unfortunate event that your order arrives damaged or are suspected to be faulty, we will be happy to provide replacements or offer a refund as soon as possible. Please contact our Customer Service team at +1 (800) 997-3999 2pm-11pm (UK Time) Monday to Friday, or by submitting [this form](#).

An alternative product will be offered in cases where stock is no longer available. It may be necessary to provide photographs of the damaged/faulty goods or in more severe cases, we may choose to collect the damaged products from you for Quality Review Investigation. Correspondence will be made with you directly.

RETURNS PROCEDURE

Items must be unused, in a perfect resalable condition and accompanied by a valid order reference.

Wrapping - Returns should be wrapped securely using the same packaging they were received in, or in appropriate packaging to ensure the goods arrive with us in their original condition. The order reference should be clearly displayed on the exterior label. We reserve the right to refuse a refund/exchange for damages caused by insufficient packaging.

- UK - Please fill up [this form](#) to notify us of your intent to return. We will then email you a pre-paid returns label which you need to affix to the exterior packaging. Drop this to your nearest collection point (details of which will be included in the email from Customer Service).
- All Returns requests submitted outside of normal UK working hours (8.30am CST – 5:00 pm CST) will be processed within 5 working days (Monday – Friday).

We recommend you use the returns label fixed on the front of the Online Order Delivery Note. Please affix the appropriate postage (at your own cost). Our returns address is:

Nissin UK LTD

Unit 6 Hunts Rise

South Marston IND Est Swindon

Swindon, SN3 4TG

We advise that returns are made via recorded delivery and/or that a proof of postage is obtained, in the unlikely event that these should go missing in the post. We reserve the right to refuse a refund/exchange for returns that fail to arrive with us and where no proof of postage/tracking is available.

REFUNDS & EXCHANGES

We aim to process exchanges within 5 working days from the date the return is received. Delivery charges may be applied for exchanges; charged at the standard rate (please refer to details included in the email from Customer Service).

Refunds will be applied against the original payment method within 5 working days from the date the return is received. Refunds may take 5-7 working days to show against an account, depending on your bank. If the original purchase was made using a gift card and another form of payment; any refund owed will be credited to the gift card in the first instance. If the total to be refunded is more than originally paid by a gift card, any remaining refund balance will be applied to the other method of payment used.

If your order has qualified for a discount, this shall no longer apply if the items that you are returning result in the order value falling below the threshold criteria to qualify for the discount. The discounted products must therefore either be returned or they shall be charged at the full recommended retail price.

Gifts - If you have been lucky enough to receive your order as a gift, items may be exchanged for alternative products or the value can be applied to a PowerBlock gift card. Please refer to our Gift Cards T&Cs at [\[enter url\]](#).

How to request service. If service, repair, or replacement is required during the warranty period, contact our Customer Service team at questions@powerblock.com or (800) 997-3999 or by completing [this form](#) for instructions. Please have: (1) the retailer's name, (2) the date of purchase, and (3) a brief description of the issue.

Proof of purchase & assessment materials. Proof of purchase (invoice or paid order confirmation) must be provided when requesting service, warranty repair or replacements. To assess damages or faults, we may request photographic or video evidence or other information before approving service.

WHAT DOES THE WARRANTY NOT COVER?

Without limiting any statutory rights which may be available to you, this Limited Warranty does not cover:

- Damage caused by incorrect assembly or installation contrary to the Owner's Manual;
- Any product used for commercial use that is not authorized for commercial use (such as home adjustable dumbbell models used in commercial environments);
- Any product purchased outside of the United Kingdom, or from unauthorized sellers, are not covered by this manufacturers warranty;
- Damage caused by prolonged exposure to extreme temperatures, moisture, or corrosive environments contrary to the storage and care instructions in the Owner's Manual;
- Any damage caused by accidents, natural disasters, lightning, water, fire, wind, storms
- Any damage caused by abuse or theft of the product;
- Normal wear and tear of the product (such as scratches, chips, dents, marks, flaking, discoloration) and/or any cosmetic changes over time occurring from daily use of the product;
- Damage caused to product due to negligent or faulty use, improper maintenance, storage or handling by the user;
- Any adaptation or changes to the product which are not in accordance with the user manual supplied with the product;
- Pin damage resulting from slapping or any form of selector-pin misuse, including aggressively inserting the pin into the weight stack;
- Damage resulting from any of the following:
 - Dropping of the products from any height;
 - 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;
 - Improper repairs, alterations, or modifications;
 - Incompatible parts, accessories, or products;
 - Using ammonia or acid based cleaners;
 - Using abrasive cleaners, brushes or cloths;
 - Using the product beyond recommended weight limits;
 - Pets;
 - Entry of foreign matter into the product including liquid, moisture or dirt; and
 - Rust corrosion.

CARE AND MAINTENANCE

Please refer to the CARE AND MAINTENANCE section of the Owner's Manual supplied with your product for instructions on proper care and maintenance.

This warranty does not affect your statutory rights under UK law, including the Consumer Rights Act 2015.

Nothing in this warranty excludes or limits liability for death or personal injury caused by negligence.

Subject to the foregoing, PowerBlock shall not be responsible for loss or damage resulting from failure to follow the care and maintenance instructions, except where such limitation is not permitted by law.

COMMERCIAL LIMITED WARRANTY

SCOPE

This Commercial Warranty applies only to the Commercial models and products indicated by PowerBlock in the table below. Coverage begins on the purchase date shown on your proof of purchase, applies only to the original commercial purchaser, and is not transferable.

Except as expressly modified in this Commercial Limited Warranty section, the consumer warranty terms above apply to commercial models. In the event of any conflict between those consumer terms and this Commercial Limited Warranty, this Commercial Limited Warranty controls for commercial models.

The same procedures and cost allocations stated above apply to commercial models (including documentation requirements and customer-paid inbound/outbound shipping), unless PowerBlock states otherwise in writing.

COMMERCIAL WARRANTY PERIODS

PRODUCT CATEGORY	COMPONENT COVERED	WARRANTY PERIOD
Commercial Adjustable Dumbbells	Handle Assembly	1 Year Limited Warranty

Models Included: Commercial Pro 32, Commercial Pro 50, Commercial Pro 100, Commercial Pro 125/175	Weight Plate Weldments	1 Year Limited Warranty
	Weight Plates	1 Year Limited Warranty
	Selector Pin	1 Year Limited Warranty
	Tether Cord	1 Year Limited Warranty
	Frame	5 Year Limited Warranty
Commercial Stands	Protective Items (tray mat)	90 Day Limited Warranty
	Frame	5 Year Limited Warranty
Commercial Benches	Pads	90 Day Limited Warranty
	Frame/Weight Inserts	5 Year Limited Warranty
Adjustable Kettlebells and Kettlebell Handles	Handle	5 Year Limited Warranty
	Pin	1 Year Limited Warranty

DISCLAIMER (COMMERCIAL SALES – UK)

To the maximum extent permitted by UK law and subject to the reasonableness requirements of the Unfair Contract Terms Act 1977, all conditions, warranties, representations, and other terms implied by statute or common law (including as to satisfactory quality and fitness for purpose) are excluded.

Nothing in this warranty excludes or limits liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.

Subject to the foregoing, PowerBlock's total liability arising out of or in connection with the supply or use of the product shall not exceed the purchase price paid for the product. PowerBlock shall not be liable for any loss of profit, loss of business, loss of goodwill, downtime, or any indirect or consequential loss.

Where permitted by law, the remedies of repair, replacement, or refund (at PowerBlock's discretion) shall constitute the buyer's exclusive remedies.

