

Vibration 360 Warranty

- Flex Marketing, LLC/Relaxed Fitness provides a Five Year Limited Warranty on all Vibration 360 branded Whole Body Vibration Machines for home use. The warranty covers defects caused by material or manufacturing faults.
- Flex Marketing, LLC/Relaxed Fitness provides a Two Year Limited Warranty on all Vibration 360 branded Whole Body Vibration Machines used in a commercial environment. The warranty covers defects caused by material or manufacturing faults.
- Flex Marketing will at its option, repair or replace the defective components, provided that they are notified of the defect during the warranty period and a dated proof of purchase is furnished. Flex Marketing reserves the right to inspect the faulty component(s) and determine if the defect is due to material or manufacturing flaws.
- Limited Warranty extends only to the original customer who purchases from Flex Marketing, LLC/Relaxed Fitness or our authorized dealers and distributors.
- Replacement parts to fix a malfunctioning Vibration 360 Machine will be provided at no charge. The customer will pay all shipping costs to return a defective part for inspection and shipping costs to return the replacement part.

Inspection and Acceptance:

- Buyer must inspect delivery of goods promptly for damage and defects. Shipping damage must be noted on the Bill of Lading (BOL).
- Flex Marketing, LLC/Relaxed Fitness must be notified of any damages to your Vibration 360 within three (3) business days of signing the BOL.
- Failure to notify within the established time frame will result in the owner taking full responsibility of ALL REPLACEMENT PARTS including shipping and handling fees.
- A call tag will be issued by Flex Marketing, LLC/Relaxed Fitness or their authorized distributors for customers with individual orders. The damaged machine is to be returned in the original box no matter how damaged the box may be. The returned box should be secured with tape or strapping.
- All returns must have a (RMA) Return Merchandise Authorization # that is given and approved by Flex Marketing, LLC/Relaxed Fitness. Any unauthorized returns will be returned to you at your expense.

Warranty Disclaimers:

- The warranty is void if the Vibration 360 machine has been altered, abused or exposed to an environment that it is not intended to be operated in.
- Flex Marketing, LLC/Relaxed Fitness shall not be liable for the loss of use of the Vibration 360 machine or other incidental or consequential damages. Under no circumstances shall Flex Marketing, LLC/Relaxed Fitness or any of its representatives be held liable for injury to any persons or damages to any properties. Specifications are subject to change without notice.

- Flex Marketing, LLC/Relaxed Fitness and its associates do not provide medical guidance or diagnosis. It is always recommended that you contact your physician for advice.
- Flex Marketing, LLC/Relaxed Fitness' responsibility for malfunctions and defects in the equipment is limited to repair and replacement as set fourth in this owner's warranty.

This owner's warranty only covers the following:

- Flaws caused by materials or labor in the equipment that existed when the equipment was originally assembled.
- Faults that occur in normal use as defined in the owner's manual, and providing that Flex Marketing, LLC/Relaxed Fitness instructions on installation, maintenance and use have been followed.
- The original purchaser of the equipment who holds an original proof of purchase.

This warranty does not extend to or cover any of the following:

Equipment or components that have been modified without the consent of Flex Marketing, LLC/Relaxed Fitness. Faults resulting from natural wear and tear, used in conditions for which the equipment is not intended, corrosion, or damage incurred during loading or shipping not provided by Flex Marketing, LLC/Relaxed Fitness, or by accident, fire, or flood. Maintenance activities, such as cleaning, lubricating or normal checking of parts; or installation procedures that customers can do themselves and that do not require dismantling/reassembling the equipment.

Damage or equipment failure caused by (i) electrical wiring not in compliance with applicable electrical codes, (ii) electrical wiring not in compliance with the owner's manual or (iii) electrical wiring that has not been maintained as outlined in the owner's manual.

Repairs performed by someone other than an authorized Flex Marketing, LLC/Relaxed Fitness representative. Repairs due to limitations or corrections in the equipment's software.

Repairs to consumable or cosmetic items, e.g., grips, seals, labels or wheels. Service calls to correct installation of the equipment or instruct owners on how to use the equipment.

Pick-up, delivery, or freight charges involved with repairs.

Warranty Labor:

- Flex Marketing, LLC/Relaxed Fitness will perform all labor at our warehouse free of charge during the warranty period. Customer is responsible for shipping warranted product to Flex Marketing, LLC/Relaxed Fitness at their expense. Customer may elect to have replacement parts shipped to them at their expense when applicable in lieu of labor at the warehouse. The return shipping charge on a repaired machine is also the original customer's responsibility.
- Customer will pay service charge of \$50.00 (trip fee) plus \$40.00 for each additional hour of service performed at a customer's residence or business. This onsite service only applies and is offered within a 60-mile radius of the Las Vegas area.

Cancellation and Return Policy:

- Buyer may cancel and return the goods to seller, subject to the terms and conditions of this policy. Buyer shall assume all risk of loss associated with the return as well as shipping, handling, restocking and other fees, cost and expenses as described in this policy.
- Seller reserves the right to refuse to refund and deposit or payment, or cancel any payment due, and any owing until such time as Seller a) is in receipt of the goods b) has inspected the goods and c) in Seller's discretion, has found the goods to be free of damage.
- All returned goods must be in their original packaging. Seller may refuse to refund any portion of any payment, or cancel payment due and owing if the Buyer fails to fully comply with or violates the terms and conditions of this policy.

Shipping, Handling and Restocking Fees:

- All cancelled or returned goods shall be subject to a) storage fees and costs associated with routing the goods b) handling and restocking fee in the amount of \$395.00 USD for each Vibration 360 machine c) all shipping costs to and from the Seller and d) Seller providing a return merchandise authorization (RMA) number.
- Buyer's failure to obtain the RMA number shall result in Seller not accepting any returned shipment and Buyer paying all costs and fees. All such cost and fees as determined by Seller shall be paid by Buyer to Seller upon demand by Seller.