

Global Warranty Policy
Concept2 Indoor Rower Warranty

Frame – Five Year Warranty

Concept2 will replace or repair, at our discretion, the frame parts listed below that fail due to a defect in materials or workmanship for a period of five years from date of purchase of your Concept2 Indoor Rower. This warranty is fully transferable to each subsequent owner of your indoor rower during the term of the warranty should you sell it or give it away. This warranty does not cover: damage to the finish of your machine; damage sustained as a result from neglect, abuse, or failure to follow indoor rower maintenance requirements (see Maintenance); shipping charges and, if applicable, customs clearance fees; or labor for installation of any parts shipped to you under warranty.

All Parts - Two Year Limited Warranty

Concept2 will replace or repair, at our discretion, any part (excluding monitor batteries) that fails for any reason for a period of 2 years from date of purchase of your Concept2 Indoor Rower. Whether defective or simply worn out, all parts on your machine (excluding monitor batteries) are covered for the first two years. This warranty is fully transferable to each subsequent owner of your indoor rower during the term of the warranty should you sell it or give it away. This warranty does not cover: damage to the finish of your machine; damage sustained as a result of neglect, abuse, or failure to follow Indoor Rower Maintenance Requirements noted below (Maintenance); shipping charges and, if applicable, customs clearance fees; or labor for installation of any parts shipped to you under warranty.

Maintenance

The consumer must perform, or have performed, the following maintenance in order to keep the warranty in effect:

- a) Clean and Lubricate the Chain: The chain must be cleaned and lubricated at least every 50 hours. If the indoor rower is used in an institutional setting, then the chain must be cleaned and lubricated at least once a week.
- b) Disassembly of Monitor Prohibited: Any attempt to disassemble the performance monitor will void the warranty with respect to those components.
- c) Seat Roller Performance: The monorail must be kept clean in order for the seat rollers to be covered by this warranty.

Note that seat rollers are deemed to be normal wear items on the indoor rower. Daily cleaning of the monorail, as recommended in the maintenance section of the owner's manual, will reduce wear of seat rollers.

Additional Information

THE PROVISIONS OF THIS WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL.

Under no circumstances shall Concept2, Inc. be liable to purchaser or any other person for any special, incidental or consequential damages, whether arising out of breach of warranty or

otherwise.

NOTE: Some states/territories do not allow the exclusion or limitation of special, incidental or consequential damages, so the above limitation or exclusion may not apply to you. In the event of a defect, malfunction, or other failure of the product not caused by any misuse or damage to the product while in the possession of the consumer, Concept2, Inc. will remedy the failure or defect, without charge to the consumer, within 14 business days of its receipt of the product. The remedy will consist of repair or replacement of the product, or refund of the purchase price, at Concept2's discretion.

However, Concept2, Inc. will not elect refund unless it is unable to provide replacement, and repair is not commercially practicable and cannot be made within the time for performance or unless the consumer is willing to accept such refund. Replacement of a component part includes its free installation if the unit is returned to Concept2, Inc.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state / territory to territory.

This warranty does not cover: shipping charges and customs clearance fees; or labor for installation of any parts shipped to you under warranty. The term of this warranty begins on the date the product is shipped to the purchaser, and continues for a period of two (2) years.

Warranty Processing

To obtain warranty services take the following steps:

1. China – contact Concept2 by telephone (021.5266.9002, fax 021.5266.9016) or email livia.yan@complete-china.com to inform us of the nature of the problem. Please make note of the serial number on your Indoor Rower (The serial number is located on the inside flywheel cover near the metal box arm.)

For future reference, RECORD YOUR SERIAL NUMBER HERE:

2. Ship the defective part to:
Bohdi Trading
Building 15, 3F, 271 Qianyang Road
Shanghai 200063 China
3. Enclose your name, return shipping address, telephone number/email address and a brief description of how the problem occurred.

If you purchased your product direct from Concept2 USA, please follow the instructions for warranty processing for USA and Canada.

For further questions, please email: rowing@concept2.com