

## **Terms, Conditions and Warranties**

### **Payment Terms**

50% deposit required to initiate transaction, and 50% balance due N30 from delivery and credit approval. The prices are stated in U.S. dollars and are valid only for U.S. and Canadian customers. Heartline accepts VISA, Mastercard, and American Express credit cards. For international shipments, please contact Heartline Fitness Products at 800-262-3348 for payment arrangements.

### **Cancellation of Orders**

A 20% restocking fee will be charged for all orders cancelled after receipt of a purchase order.

### **Commercial Warranty**

#### **Heartline, Matrix, Paramount, and York Strength Products:**

Lifetime on frame to the original owner. Two (2) years on moving parts, belts, cables, bushings, and bearings. Ninety (90) days on upholstery under normal exercise conditions to the original owner. Labor covered for two years on moving parts, cables and belts. This warranty only covers failures due to defects in material or workmanship which occur during normal use. It does not cover damage which results from shipment or failures which occur from misuse, abuse, neglect, mishandling, misapplication, modification or improper assembly of the product.

#### **Matrix Fitness Cardio Products:**

Frame – 7 years on 7, 5 and 3 series products, 5 years on 1 series products. Drive motors – lifetime on 7 and 5 series, 7 years on 3 series, and 5 years on 1 series. Parts and Labor – 3 years CAP on 7, 5 and 3 series products, and 5 years parts and 2 years labor on 1 series products. Entertainment – 1 years on external screens and power supplies, 1 year on controllers and stands, and 90 days on jacks and labor.

#### **BH Fitness Cardio Products:**

Frame – Lifetime on T6 series and up, X8 series and up, and R8/U8 and up. Drive motors – 10 years on T6 series and up, X8 series and up, and R8/U8 series and up. Parts – 5 years on T6 series and up, X8 series and up, and R8/U8 series and up. Labor – 1 year on T6 series and up, X8 series and up, and R8/U8 series and up. Entertainment – 1 years on external screens and power supplies, 1 year on controllers and stands, and 90 days on jacks and labor.

#### **CardioVision Entertainment Systems:**

Transmitters – Three (3) years parts and labor.

Receivers – Two (2) years parts and labor.

Flat Screens – One (1) years parts and labor.

### **Shipping**

F.O.B. Gaithersburg, Maryland. Orders greater than \$2,500 are shipped via Common Carrier, North American or Heartline. Orders less than \$2,500 will be sent common carrier or Heartline unless specified to the contrary. Common carrier shipments will be charged an additional \$75.00 for palletizing and bubble wrapping each unit.

### **Paint Colors/Upholstery**

Standard paint colors: White. Special paint may require additional charge per unit (check with commercial salesperson before ordering--\$300 minimum per color). Standard upholstery (naugahyde) colors: American Beauty Red, Black, Claret Red, Blue Jay, Yew Green, Imperial Blue, and Slate. Special upholstery colors add \$25.00 per unit.

### **Return Policy**

No returns will be accepted without prior written authorization from Heartline Fitness Products, Inc. All returns are to be shipped via prepaid freight. Credit is subject to Heartline's inspection for defects in material and workmanship.