



CUSTOMER SERVICE

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WARRANTY INFORMATION

EQUIPMENT LIMITED WARRANTIES

[CLICK HERE TO REGISTER YOUR WARRANTY!](#)

The Company warrants that all new equipment is free of manufacturing defects in workmanship and materials, subject to the terms below. This warranty becomes effective at the invoice date of the original purchase. Parts repaired or replaced under the terms of this warranty will be warranted for the remainder of the original warranty period. It is the purchaser's responsibility to notify the Company of any change of contact information. This will ensure that in the unlikely event of a replacement or safety notice, the company will be able to contact you immediately.

This warranty applies to equipment:

- While equipment remains in the possession of original purchaser and proof of purchase is demonstrated
- If claims are made within the part-specific warranty period.
- If upgrades are made as required by the Company

This warranty shall be null and void if:

- All safety, maintenance, and usage guidelines as specified in the appropriate equipment manuals are not followed
- The equipment is used for any other purpose other than as intended, or is stored or used outdoors, or in environments without adequate climate/humidity controls
- An At Home SPX® Reformer is used in Pilates studios, fitness or health clubs, gyms, spas, or any other type of commercial fitness facility offering fitness services to the public
- The equipment has been subjected to accident, misuse, abuse, improper service, or any modification not authorized by the Company

Failure to change springs on spring-loaded equipment (Reformers, Cadillacs, Chairs, Tower Trainers™, Wall Units, Spring Walls™, etc.) every two (2) years may void this warranty. This warranty does not cover damage to the finish of any equipment nor shipping charges, customs clearance fees (if applicable), or any costs incurred in installing repaired or replacement parts shipped under the provisions of this warranty.

At its option, the Company will repair or replace warranted parts, provided that any such failure is due to a defect in workmanship or materials and provided that such failure occurs and is reported to the Company within the part-specific warranty period.

Reformers

SPX® Max, V2 Max™ (formally the Professional Reformer), SPX Max Plus™, V2 Max Plus™ and Rehab V2 Max Plus™ Reformers*:

- Limited Lifetime Warranty on aluminum rails, components of the frame and related welding and Footbar mechanisms (excluding Comfort Footbar).

All Models:

- Ninety (90) Day Limited Warranty on fabric or upholstery. See below for conditions of warranty.
- One (1) Year Limited Warranty on wear and tear items, including: ropes, straps, spring clips, plastic pulley bar receptacle sleeves, Comfort Footbar covering, plastic Reformer feet, spring covers and plastic spring holders.
- Two (2) Year Limited Warranty on all other Reformer components.

Reformer Accessories:

- Two (2) Year Limited Warranty on wood components, frames, and related welding of Reformer Accessory Boards, including the Jumpboard, Cardio-Tramp® Rebounder, Rotational Diskboard™, Jumpboard Cross-bow™ and Vinyasa Triangle™
- Ninety (90) Day Limited Warranty on fabric, upholstery, rubber padding or handles. See below for conditions of warranty.

Cadillac Trapeze Table & Wall Unit

- Limited Lifetime Warranty on vertical bars and overhead frame, components of the frame, and related welding.
- Ninety (90) Day Limited Warranty on upholstery.
- One (1) Year Limited Warranty on straps and spring clips.
- Two (2) Year Limited Warranty on all other components.

Stability Chair™

- Limited Lifetime Warranty on metal frame and related welding.
- Ninety (90) Day Limited Warranty on upholstery. See below for conditions of warranty.
- Two (2) Year Limited Warranty on all other components.

Ladder Barrel

- Limited Lifetime Warranty on metal frame and related welding.
- Ninety (90) Day Limited Warranty on upholstery. See below for conditions of warranty.
- Two (2) Year Limited Warranty on all other components.

Tower Trainer™

- Limited Lifetime Warranty on the components of the frame, and related welding.
- Ninety (90) Day Limited Warranty on upholstery.
- One (1) Year Limited Warranty on straps and spring clips.
- Two (2) Year Limited Warranty on all other components.

Stability Barre™

- Limited Lifetime Warranty on the components of the frame, and related welding
- Two (2) Year Limited Warranty on all other components

Spine Corrector, Spine Supporter, Edge, Stability/Arc Barrels

- Ninety (90) Day Limited Warranty on upholstery. See below for conditions of warranty.
- Two (2) Year Limited Warranty on all other components.

Spring Wall™

- One (1) Year Limited Warranty on straps, and spring clips.
- Two (2) Year Limited Warranty on all other components.

Halo® Trainer

- 90 day limited warranty (workmanship/material)

Fitness Circle® Resistance Ring

- Two (2) Year Limited Warranty on Fitness Circle Pro models. This warranty excludes scratches to the finish of the band or molded handles. The Fitness Circle Lite model is sold without any warranties or guarantees of any kind. The manufacturer and distributor disclaim any liability, loss, or damage caused by its use.

Fabric & Upholstery on Equipment

- Ninety (90) Day Warranty. The fabric or upholstery on MERRITHEW™ equipment will be replaced if it fails to give normal wear for 90 days after delivery. Proof of damage may be required. This warranty does not cover cuts, burns, stains, soiling, pet damage, damage to fabric caused by abrasive, corrosive or chemical cleansers, or damage caused by other unreasonable use. If the identical fabric is not available, the Company will provide an equivalent fabric.

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