

# ROWWARRIOR

## GLOBAL WARRANTY INFORMATION

### **Frame Parts–Two Year Limited Warranty**

Row Warrior 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 two years from date of purchase of your Row Warrior Indoor Rower. 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); or labor for installation of any parts shipped to you under warranty.

### **The Two Year Warranty Applies to the Following Parts:**

- Rear Leg & Foot Assembly (excludes plastic foot caps)
- Seat & Seat Frames
- Foot Stretcher Assemblies
- Chain Guide Metal Brackets
- Front Leg(s) & Foot (excludes casters)
- Flywheel Assembly including Hub & Bearings Flywheel Axle
- Flywheel Enclosure, including Inner & Outer Housing, Stainless Steel Outlet Perf, & Damper
- Monorail (excludes stainless steel seat track)
- Frame Lock components
- Metal Box Frame
- Monitor Mount Arm
- All screws, bolts & nuts

### **All Parts–Five Year Limited Warranty**

Row Warrior will replace or repair, at our discretion, any part (excluding monitor batteries) that fails for any reason for a period of five years from date of purchase of your Row Warrior Indoor Rower. Whether defective or simply worn out, all parts on your machine (excluding monitor batteries) are covered for the first five years. 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); 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) **Lubricate the Chain:** The chain should be lubricated at least every 50 hours. If the indoor rower is used in a commercial use setting, then the chain must be lubricated at least once a week.
- b) **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 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 Row Warrior 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.

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 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.

Altering the indoor rower voids our warranty.

## **Amazon Prime Return Policy**

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, Amazon will remedy the failure or defect, without charge to the consumer, within 30 days of receipt of shipment. The remedy will consist of replacement of the product, or refund of the purchase price, at Amazon's discretion.

## **Warranty Processing**

To obtain warranty services after Amazon's return policy period of 30 days, please contact Row Warrior by emailing [support@rowwarrior.com](mailto:support@rowwarrior.com) to inform us of the nature of the problem.

NOTE: You must include your Amazon Order Number to verify your purchase in our system.