

## Warranty Terms and Conditions

Dear Customer,

Thank you for choosing a quality product from Ivanko.

Ivanko products are subject to strict quality controls. Should a product purchased from us still not function properly, we apologize and ask you to contact our customer service indicated below by email or by phone.

### Error Descriptions

Your training equipment was developed to enable a lasting high-quality training. If a problem still occurs, please read the manual first. Otherwise, please contact your dealer or call our service hotline. In order to fix the problem as quickly as possible, please describe the error as detailed as you can.

In addition to the statutory warranty, we grant a warranty on all fitness equipment purchased from us according to the following provisions.

**Your legal rights are not affected by this.**

### WARRANTEE

Warranty is the original purchaser or any person, who received a newly purchased product from an original purchaser as a gift.

### WARRANTY PERIODS

Starting with the transfer of the training equipment, we grant the warranty periods indicated in our online shop.

### LABOR COSTS

The seller shall decide whether to repair the equipment, exchange defective parts or exchange the whole machine. Parts that have to be mounted yourself during the assembly, will also have to be exchanged yourself in case of repairs. After the warranty period for repairs has expired, only the costs for the actual parts are covered. Labor costs for repairs or assembly as well as shipping costs are not included.

#### Service

Mo. - Fr.: 08.00 Uhr - 21.00 Uhr  
Sa. - So.: 09.00 Uhr - 21.00 Uhr  
Freecall 0800-20-20-277  
Tel.: +49 (0) 4621-4210-0  
E-Mail: [service@sport-tiedje.de](mailto:service@sport-tiedje.de)

#### Sport-Tiedje GmbH

Flensburger Straße 55  
D-24837 Schleswig  
Tel.: +49-(0)4621-4210-0  
E-Mail: [info@sport-tiedje.de](mailto:info@sport-tiedje.de)  
<http://www.sport-tiedje.de>

#### Technik

Mo. - Fr.: 08.00 Uhr - 18.00 Uhr  
Sa.: 09.00 Uhr - 18.00 Uhr  
Tel.: +49 (0) 4621-4210-900  
E-Mail: [technik@sport-tiedje.de](mailto:technik@sport-tiedje.de)

The terms of use are defined as follows:

Home use: home use only in private households up to 3 hours per day

Semi-commercial use: Up to 6 hours per day, i.e. in hotels, fire and police stations

Commercial use: More than 6 hours per day, i.e. fitness clubs

## **WARRANTY SERVICE**

Within the warranty period, we will repair or replace equipment that show material or production defects. Replaced equipment or parts shall become our property. Any warranty services provided do not lead to a renewal or extension of the warranty period.

## **WARRANTY TERMS**

The following steps are necessary in order to claim your warranty:

Please contact our customer service by email or phone. In case the equipment has to be sent back within the warranty period, the seller will cover the shipping charges. After the warranty has expired, the purchaser has to cover the transport and insurance costs. If the defect is covered by our warranty, you will receive a new or repaired product.

### **Any claims for warranty shall be excluded in case of:**

- improper use
- environmental impacts (moisture, heat, surge, dust, etc.)
- nonobservance of applicable safety measures
- nonobservance of the owners manual
- use of force (i.e. strike, blow, fall)
- unauthorized changes to the equipment
- unauthorized repairs

## **PURCHASE RECEIPT & SERIAL NUMBER**

Please be advised that you need to be able to present the corresponding purchase receipt in case of warranty claims.

In order to be able to clearly identify your model as well as for our quality control, we require the equipment serial number in every case. Please have your serial number and customer number ready when calling our service hotline. This facilitates a speedy handling of your complaint. If you have trouble locating the serial number for your equipment, please contact our service representatives who will assist you.

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## SERVICE OUTSIDE OF WARRANTY PERIOD

Even in cases where the warranty period has expired or the warranty terms do not apply, e.g. normal wear and tear, we are always happy to make you an individual offer. Please contact our customer service so we can find a quick and inexpensive solution to your problem. In these cases, the customer has to cover the shipping costs.

## COMMUNICATION

Many cases can be solved through a conversation with us as your dealer. We know how important a quick and easy solution is to you so you can keep exercising without any long interruptions. Please have your customer number and serial number for your equipment ready when you contact us:

### General Questions:

Mon – Fri: 8 am – 9 pm

Sat – Sun: 9 am – 9 pm

Freecall 0800-20-20-277

Tel.: +49 (0) 4621-4210-0

E-Mail: [service@sport-tiedje.de](mailto:service@sport-tiedje.de)

### Service and Technical Questions:

Mon – Fri: 8 am – 6 pm

Sat: 9 am – 6 pm

Tel.: +49 (0) 4621-4210-900

E-Mail: [technik@sport-tiedje.de](mailto:technik@sport-tiedje.de)

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