

Terms of sales

Guarantee terms

Two (2) Year Limited Warranty

We will replace or repair, at our discretion, any part (excluding monitor batteries and handle drive cord) that fails for any reason for a period of 2 years from date of purchase. Whether defective or simply worn out, all parts on your machine (excluding monitor batteries and handle drive cord) are covered for the first two 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 the maintenance requirements noted below (Maintenance); shipping charges, 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 ergometer 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 and Foot Carriage Roller Performance: The monorail must be kept clean in order for the rollers to be covered by this warranty.

Note that seat and foot carriage rollers are deemed to be normal wear items on the ergometer. Daily cleaning of the stainless steel seat and foot carriage tracks, as recommended in the maintenance section of the owner's manual, will reduce wear of seat and foot carriage rollers.

Remarks: since there will be no invoice issued by Rowsport Asia Ltd for all purchases via Decathlon, please keep the order confirmation slip from Decathlon for warranty purpose.

Refund Policy

None.

Return Policy

None.

Delivery methods and delays

- 1) The delivery and assembly services only cover the delivery and assembly within general districts in Hong Kong.
- 2) Extra delivery charge of HK\$1,200 will be charged to the delivery to remote areas. Remote areas include, but not limited to Lamma Island, Peng Chau, Cheung Chau, Lantau Island and Ma Wan.
- 3) Extra delivery charge of HK\$80 will be charged for each box for each floor without escalator.
- 4) In general, the delivery will be taken place within 5 business days after the order confirmed.