

IFIT FITNESS EQUIPMENT EXTENDED WARRANTY TERMS AND CONDITIONS

IFIT EXTENDED WARRANTY and SERVICE PLAN

Thank You for Your recent purchase of the IFIT Extended Warranty and Service Plan (the Plan)

Please read the documents carefully ,the Schedule shows Your details and the details of the Equipment You bought, if the Schedule is incorrect or You need to make a change please let the Administrator know.

Please keep all documents together with the proof of purchase in a safe place, as You may need to refer to them if You have a claim or need to arrange for the service .

This Service plan only applies to You and is not transferrable to any other person

WHAT IS COVERED

This Plan provides Mechanical Breakdown /Electrical Breakdown cover when the Manufacturer's Warranty ends.

One maintenance service is included in this cover, to arrange for this service please contact The Administrator

- We will repair the Equipment if there is a Mechanical or Electrical Breakdown during normal use, parts will be replaced with those of similar quality, which may be new or refurbished.
- We will replace the Equipment if it cannot be repaired, or if the cost of the repair is more than the price You paid , or if parts are no longer available. If this happens the Equipment will be replaced with a product of equal with similar features and function which may be new or refurbished.
- If, during the Period of Cover, there have been three (3) repairs completed on the same part of the Equipment and if We agree that the part requires a fourth repair, We will replace it with a product with equal or similar features and function. This cover will end when We provide the Replacement Equipment.

The claim payment will not be more than:

- the purchase price of the Equipment excluding tax and delivery costs or
- replacement of the Equipment with a product with equal or similar features and function or
- the cost of authorised repairs

whichever is the lowest amount. Please note that if repair costs are more than the purchase price the Equipment will be replaced, the replacement product will not be covered by this warranty.

PERIOD OF COVER

Based on the Plan You have chosen, We will extend the Manufacturer's Warranty with 1,3 or 5 years. This cover will start when the Manufacturer's Warranty ends.

WHAT IS NOT COVERED

You are not covered for::

- a) Any product used for business or rented out by You;

IFIT EXTENDED WARRANTY and SERVICE PLAN

IFIT FITNESS EQUIPMENT EXTENDED WARRANTY TERMS AND CONDITIONS

- b) Repairs which We have not authorised;
- c) Repairs which are due to a failure to follow the manufacturer's instructions for setting up, maintaining and using the Equipment;
- d) Misuse of the Equipment
- e) Mechanical Breakdown or Electrical Breakdown damage which happens due to incorrect installation of components,
- f) Any unauthorised changes or alterations to the Equipment;
- g) Replacement Equipment provided following a claim ;

- h) Cost of installation, set-up, diagnostic charges, removal or reinstallation of the Equipment or Replacement Equipment;
- i) Accessories used with the Equipment;
- j) Breakdown or failure which occurs during the Manufacturer's Warranty;
- k) Parts or repairs that have suffered normal wear and tear (unless part of a Breakdown) and items normally designed to be replaced by You during the working life of the Equipment; for example: batteries, cables, handlebars, light bulbs, seat posts, tires, tubes, etc.;
- l) Equipment kept or moved outside the UK;
- m) Mechanical Breakdown or Electrical Breakdown damage incurred while moving the Equipment to another location;

- n) Cosmetic damage to the Equipment which does not affect the use of the Equipment, this includes marring, scratching and denting. This exclusion also includes damage to non-functional parts – for example: shelves, drawers, knobs, rollers, baskets, handles;

- o) Mechanical Breakdown or Electrical Breakdown which did not happen during the Period of Cover;
- p) Failure caused by rust or corrosion on the Equipment or any part or component
- q) Any damage caused by a surge or change in electricity or water supply;
- r) Manufacturers defects or a recall of the Equipment ;
- s) any product sold "as-is" for example: floor models, demonstration models, etc;
- t) Mechanical Breakdown or Electrical Breakdown damage resulting from accident, abuse, misuse, mishandling, negligence, introduction of foreign objects into the Equipment;
- u) any Equipment with removed or altered serial numbers,
- v) external causes including third party actions, fire, theft, insects, animals;
- w) exposure to Weather conditions, extreme temperature, windstorm, sand, dirt, hail, earthquake, flood, water or any loss that is not directly associated with the incident that caused the claim. For example, the cost of damage to the floor caused by the breakdown of the Equipment;

- x) Any claim resulting from war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, terrorist activity of any kind;

- y) Loss of data or any Mechanical Breakdown or Electrical Breakdown damage caused by a computer or software virus;
- z) We shall not be liable to pay any claim or provide any benefit under this cover if the provision of such cover, payment of such claim or provision of such benefit would expose Us to any sanctions, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

CANCELLATION

If You have made a claim You will not get a refund

To cancel please contact the Administrator:

You can contact the Administrator by calling +44-(0)207-062 9419, or by sending an email to eu_support@servify.tech.

IFIT EXTENDED WARRANTY and SERVICE PLAN

IFIT FITNESS EQUIPMENT EXTENDED WARRANTY TERMS AND CONDITIONS

Servify' s postal address is:
Servify UK Ltd
Foundry Building,2 Smiths Square,
77 Fulham Palace Road
London, W6 8AF.

You may cancel this plan at any time. If You cancel within the first 30 days- the cooling off period- , You will get a full refund of the service charge as long as no claims have been made.

If You cancel Your Service plan after 30 days, You will get refund for the remaining cover on the plan as long as You have not made a claim.

Cancellation by Us

If We cancel Your plan, We will do so in writing to the most recent address/ email address We have for You giving 30 days notice .

Your plan also will end automatically

- if You do not pay the service charge or
- if You commit fraud or
- there is a change to Your circumstances which means that We can no longer cover You, or
- You use threatening or abusive behaviour.

TERMINATION

This plan will end automatically:

- when the Period of Cover ends or
- You or We cancel the plan

FRAUD

Fraudulent Claims or Misleading Information

We take a robust approach to fraud prevention in order to keep costs rates down so that you do not have to pay for other people's dishonesty. If any claim made by You or anyone acting on Your behalf under this plan is fraudulent, deliberately exaggerated or intended to mislead, We may:

- not pay Your claim; and
- recover (from You) any payments We have already made in respect of that claim; and
- cancel Your plan from the time of the fraudulent act; and
- inform the police of the fraudulent act.

If We cancel from the time of the fraudulent act, We will not pay any claim for any incident which happens after that time and may not return any of the amount already paid.

CLAIMS

REPORTING A CLAIM

- If You need to report a claim please contact the Administrator within 14 days by calling the Administrator on +44-(0)207-062 9419;
- You may be asked to complete a claim form, please return the claim form with any other documents or details requested
- If the claim is approved an Authorised Repairer will carry out the repair .

IFIT EXTENDED WARRANTY and SERVICE PLAN

IFIT FITNESS EQUIPMENT EXTENDED WARRANTY TERMS AND CONDITIONS

REPAIR AND REPLACEMENT EQUIPMENT

We may, at Our sole discretion,:

- repair or replace the Equipment (with Replacement Equipment) or
- pay You a sum of money equal to the costs that We would incur to provide You with Replacement Equipment of the same or similar specification to the item You bought.

DEFINITIONS

The words and phrases defined below have the same meaning wherever they appear in this document and are shown with a capital letter

Administrator means: Servify UK Ltd., Registered Office: Foundry Building 2 Smiths Square 77 Fulham Palace Road London. Authorised and regulated by the Financial Conduct Authority under number 959267

Authorised Repairer/ Service Centre means the company We authorise to carry out the repair or service

Equipment means the product You bought from IFIT. You must register this equipment with the Administrator within 30 days after purchase. If You do not register there may be a delay in dealing with any claim. The Equipment must be kept at your home address and cannot be kept or used at a commercial premises, for example a gym or leisure centre. This Plan will not cover any product sold "as-is" for example: floor models, demonstration models, etc

Extended Warranty and Service Plan /Plan means this cover which allows You to make a claim for Mechanical Breakdown /Electrical Breakdown when the Manufacturer's Warranty ends. This plan includes one service which you must arrange with the Administrator before the cover ends

Manufacturer's Warranty means the period where the manufacturer will put right any Mechanical Breakdown /Electrical Breakdown.

Mechanical Breakdown /Electrical Breakdown means the internal failure or burning out of any part of Your Equipment whilst in ordinary use needing a repair or replacement before it can get back to normal use.

Negligence means that You have not taken reasonable care to prevent a claim, for example, not following the manufacturer's instructions.

Period of Cover means the length of time You have chosen to extend the Mechanical or Electrical Breakdown cover for Your Equipment. This period is shown in the Schedule. The options available are a period of twelve (12), thirty-six (36) or sixty (60) months, starting on the date immediately after the Manufacturer's Warranty ends.

Schedule means the document which shows the Period of Cover, Your details and the Equipment on cover. Please contact Us if you need to make a change
Purchase Price means the retail price of the Equipment including VAT. The Purchase Price is shown on the Schedule.

Replacement Equipment means the item which is provided if We need to replace the original Equipment
Replacement Equipment may be new or refurbished equipment.

We/Us/Our means the Administrator

You/Your/ means the person named in the Schedule who must be resident in the United Kingdom and 18 years old or over. This Plan is not available to Companies or Sole Traders

IFIT EXTENDED WARRANTY and SERVICE PLAN

We will keep Your personal information safe and private. There are laws that protect Your privacy, and We follow them carefully. Under the laws, We are the company responsible for administering Your insurance plan information and managing Your claims (Data Controller). Below is a simple explanation of how We use Your personal information. For more detailed information, please read Our privacy notice on web page <https://eu.servify.com/privacy/privacy-statement>.

What we do with your personal information

We use the information We have about You for different reasons.

- a. to establish and administer Your insurance plan
- b. to help You if You have any queries or wish to change Your data
- c. to manage and process Your insurance claims
- d. to contact You to ask if You want to renew Your plan
- e. to provide You with information about Your plan
- f. to send You information about related products and services
- g. for research or statistics
- h. to protect both You and Us against fraud and money laundering
- i. to comply with the law and any regulations that apply

We might need to share Your information with other companies or people who provide a service to Us, or to You on Our behalf. They include companies that are part of Our group, people We work with, Our agents, repair partners, logistics providers, insurers, fraud detection agencies, regulatory authorities, and anyone else We might need to share it with by law. We will only share Your information with them if We need to and if it is allowed by law.

Sometimes We might need to send Your information to another country outside of the UK so that it can be processed, (stored etc). We currently send it to Germany. We make sure that Your information is always kept safely, transferred, and treated in line with the law and this notice.

You can ask Us to show You with the information We have about You and, if there are any mistakes or updates, You can ask us to correct them. You can also ask Us to delete Your information (although there are some things We cannot delete by law). You can also ask Us to give You a copy of Your information in a format that You can send to another Data Controller. If You think We did something wrong with Your information, You can complain to us or to Your local data protection authority.

We will not keep Your information longer than We need to. We will usually keep it for two (2) years after Your plan expires unless We must keep it longer for other business or regulatory reasons.

If You have any questions about how We use Your information, You can contact Our Data Protection Officer via email dataprivacy.office@servify.com