

WARRANTY - GYMIO devices for home use

A. DEVICES COVERED BY THE WARRANTY

These warranty terms apply to all versions and generations of the following devices:

- electric treadmills series: WALK LITE GMTW; RUN FLEX GMTF; RUN PRO FF GMTP; RUN ELITE GMTE
- stationary bikes series: CYCLE FLEX GMCF; SPIN FLEX GMSF.

B. WARRANTY TERMS

1. The guarantor of device quality is Kraina OZE Sp. z o.o., 51-131 Wrocław, ul. Żmigrodzka 242D.
2. The warranty is only provided for devices sold in the territory of the Republic of Poland, the Czech Republic, the Federal Republic of Germany, the Slovak Republic, and introduced into these countries by Kraina OZE Sp. z o.o. and by authorized dealers.
3. The warranty is granted for 24 months from the date of sale of the device.
4. The warranty covers only hidden material and manufacturing defects of the device that occurred due to the manufacturer's fault.
5. The warranty is granted only to customers who purchase the product for non-commercial use, not directly related to their professional or business activities.
6. The customer is obliged to follow the rules of proper operation and use the device in accordance with its purpose and the operating instructions.
7. The warranty does not cover mechanical damages, defects caused by improper use, improper assembly, and maintenance of elements for which the customer is obliged to perform assembly and maintenance.
8. The warranty does not cover consumable parts subject to natural wear and tear, such as: belts, pedals, cables, rollers, bearings, upholstery.
9. The warranty does not apply if there has been interference in the construction, electrical and electronic system of the device, or unauthorized repairs have been made.
10. Under the granted warranty, the customer has the right, according to the applicable regulations, to demand: repair of the product, replacement of the product, reduction of the price, or termination of the contract.

C. WARRANTY AND COMPLAINTS PROCESS

1. The warranty and complaint will only be processed based on a complaint notification and a correctly completed warranty card containing:
 - device data (name, type, and model),
 - device serial number,
 - claimant's data along with contact details,
 - date of purchase of the device and invoice number or order number,
 - date of notification and date the defect was discovered,
 - detailed description of the defect.
2. To expedite service, the complaint notification may include:
 - proof of purchase of the device,
 - photos and videos showing the reported problem - photos and videos should be sent electronically in a manner agreed with the service center or dealer.
3. The complaint will be reviewed within 14 days from the date of notification.
4. To carry out the warranty repair, the complete and clean device must be delivered to the service point at: Kraina OZE Sp. z o.o. - Gymio Service, ul. Żmigrodzka 242 D, 51-131 Wrocław or sent to the specified address in "door to door" (D2D) mode. The desire to transfer the device in D2D mode should be reported to the Gymio service (phone: +48 71 727 62 91 or email: gymio@gymiosport.com). When preparing the device for shipping in D2D mode, follow the packing instructions received from the Gymio service. The device must be packed in a way that prevents damage. A completed warranty card must be included in the shipment, and a printed shipping letter or transport label must be affixed to the package.
5. If it is not required to deliver the device to the service point, the service may propose another solution to the problem, e.g., repair at the place of use or self-replacement of the defective element by the user.
6. The warranty repair or replacement of the device will be carried out free of charge within 21 days from the date of delivery of the device to the service point, and if it is necessary to order parts from import, this time may be extended to **60 days**.
7. If it is not possible to repair or replace the device, a refund of the purchase costs will be made.
8. If the complaint is resolved positively, the transport costs to the Buyer are covered by the service.
9. If the complaint is found to be unjustified, the customer covers the costs of the service and any transport costs.

D. FINAL PROVISIONS

The warranty does not exclude, limit, or suspend the buyer's rights arising from the Consumer Rights Act.

WARRANTY CARD - GYMIO for home use

Device details (name, type, model)		Address where the device is used (street, code, city, country)	
Device serial number		Name of the complainant	
Date of purchase		Contact phone number	
Invoice or order number		Contact email address	
Date of complaint notification		Date defect was discovered	
Detailed description of the defect			

SERVICE CASE NUMBER (to be filled by service center)	
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IF YOU HAVE QUESTIONS, PLEASE CONTACT US:

email: gymio@gymiosport.com , phone: +48 71 727 62 91

<p>MANUFACTURER/IMPORTER: Kraina OZE Sp. z o.o. Żmigrodzka 242D 51-131 Wrocław NIP: 8952198367, KRS: 0000765577 VAT Number: PL8952198367 EORI: PL895219836700000 BDO: 000159581</p>	<p>SERVICE: Kraina OZE - service Żmigrodzka 242D 51-131 Wrocław</p> <p style="text-align: center;">Made in China</p>
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PERSONAL DATA PROTECTION INFORMATION

1. By filing a complaint, the customer consents to the processing of their personal data provided for the purpose of order fulfillment and management by the Seller, who is also the data controller, within the meaning of Article 7 of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), Official Journal of the European Union L 119, 4 May 2016, pages 1–88.
2. The Seller, during the complaint process, is the administrator of personal data provided by the Customer.
3. Personal data in the Seller's database are not disclosed to entities not involved in the warranty process.
4. According to Article 15 of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), Official Journal of the European Union L 119, 4 May 2016, pages 1–88, the customer has the right to access their personal data, request their correction or deletion. The Seller provides each Customer with the right to control their personal data processed.
5. Providing personal data is voluntary, however, refusal to process personal data will prevent the fulfillment of the customer's order.
6. Detailed information regarding personal data and privacy protection is included in the "Privacy Policy" section on the Store's website: gymiosport.com