

GRAVITY PAL™

LIMITED WARRANTY, REFUNDS AND RETURN POLICIES; TERMS AND CONDITIONS

Limited Warranty

Gravity Pal parts and/or frame carry a limited one (1) year warranty for defects in materials, parts and/or workmanship. Defective parts and/or frame may be replaced or repaired at the option of Gravity Pal, Inc. Warranty work shipping fees will be covered by Gravity Pal, Inc. No warranty whatsoever applies to vinyl covering or foam pad. The warranty does not apply to loss or damage as a result of accident, negligence, improper maintenance or misuse defined as any use other than its intended purpose for post exercise rest and recovery.

Damaged Goods Claims

All shipments are inspected and leave the Gravity Pal, Inc. warehouse in original, good condition. Each Gravity Pal is hand made using natural wood materials. Some minor imperfections are natural and to be expected. Any damage or shortages of product lost in transit needs to be reported to Gravity Pal, Inc. by the Customer within fourteen (14) days of receipt or scheduled delivery.

30 DAY RISK FREE TRIAL & FREE RETURNS Policy

Return shipping costs will be paid by Gravity Pal and the full purchase price will be refunded provided Product is returned undamaged, in new, original, resalable condition and all RETURN POLICY requirements are followed by the Customer. Please see below:

RETURN POLICY

1. All returns must be initiated within 30 days of delivery by the Customer.
2. Product must be returned undamaged, in new, original, resalable condition.
3. Returns must be made to Gravity Pal, Inc. using original cartons with original packing.
4. Gravity Pal will pay for return shipment if all policies are followed. However, Gravity Pal, Inc. will NOT accept C.O.D. deliveries.
5. Returns must have a valid *Return Merchandise Authorization (RMA)* number issued by Gravity Pal, Inc. or no refund will be issued. To obtain a valid RMA number the Customer must call Gravity Pal, Inc. at 641-469-5188 and obtain a valid RMA from Gravity Pal. Merchandise returned without a valid RMA number or not in compliance with these policies will not qualify for a refund and Gravity Pal, Inc. may retain the product and refuse to issue a refund. Returned merchandise must be delivered by the Customer to the shipper no later than seven (7) days after a valid RMA number is issued to the Customer; otherwise the RMA number expires and is no longer valid and no refund will be issued.
6. Refunds are issued after a product is received, inspected and determined by Gravity Pal, Inc. to be in undamaged, new, original and resalable condition.

MISCELLANEOUS

Refund Processing can take up to ten (10) business days once Gravity Pal, Inc. has received returned merchandise. Refunds, including gift returns, are made in the same form as the original payment for purchase. Please allow up to eight (8) weeks for your credit card company to post a refund on your statement. Refused merchandise deliveries or missed delivery appointments will be deducted from any refund.