

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 related shipping fees will be covered by Gravity Pal, Inc. for one-way only. 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. within fourteen (14) days of receipt or scheduled delivery.

15 DAY RISK FREE TRIAL

The “15 Day Risk Free Trial” promises that the full purchase price will be refunded provided product is returned undamaged, in new, original, resalable condition AND ALL THE RETURN POLICIES LISTED BELOW ARE MET (PLEASE READ BELOW). Gravity Pal, Inc. reserves the right to adjust or refuse a refund if any of the RETURN POLICIES, in Gravity Pal, Inc.’s sole discretion, are not fully followed and met.

RETURN POLICY

1. All returns must be completed within 15 days of delivery.
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. Return shipping charges must be prepaid; Gravity Pal, Inc. will not accept C.O.D. deliveries. It is recommended you acquire shipment tracking and insurance for the entire value of your product.
5. Returns must have a valid Return Merchandise Authorization (RMA) number issued by Gravity Pal, Inc. or no refund will be issued. Call Gravity Pal, Inc. at 641-469-5188 to obtain a RMA. Merchandise returned without a valid RMA number or in violation of this policy will not qualify for a refund and Gravity Pal, Inc. may retain the product and refuse to issue a refund. Returned merchandise must be received by Gravity Pal, Inc. no later than fourteen (14) days after an RMA is issued; otherwise the RMA expires and is no longer valid and no refund will be issued.
6. Refunds are issued after a product is received, inspected and determined to be in undamaged, new, original and resalable condition.

MISCELLANEOUS

Gravity Pal, Inc. does not assume responsibility for merchandise damaged or lost during transit when it is being returned. 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. Return shipping costs on refused merchandise deliveries or missed delivery appointments will be deducted from any refund.