

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 for one way only. No warranty whatsoever applies to vinyl covering, vinyl handles 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 TRIAL

Full purchase price, excluding shipping costs, will be refunded provided Product is returned undamaged in new, original, resalable condition and all RETURN POLICY requirements are followed by the Customer. A Restocking Charge may be levied at the sole discretion of Gravity Pal, Inc. Please see below:

RETURN POLICY

1. All returns must be initiated WITHIN 30 DAYS of delivery to the Customer. After that 30 Day window has passed no returns - or refunds - are possible.
2. Product must be returned undamaged in new, original, resalable condition. It is recommended customer take photos to document Product is being returned in new, original and resaleable condition.
3. Returns must be made to Gravity Pal, Inc. using original cartons with original packing.
4. Return shipping charges must be prepaid by customer; Gravity Pal, Inc. will NOT accept C.O.D. deliveries. It is recommended that customer obtain shipment tracking and insurance for the full value of the 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 and obtain a valid RMA. 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 received by Gravity Pal, Inc. no later than fourteen (14) days after a RMA number is issued; 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

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. Refused merchandise deliveries or missed delivery appointments will be deducted from any refund.