

# PRx Performance Warranties

Effective Date: January 1, 2025

This warranty is offered by **PRx Performance LLC** to the original purchaser of our products. It covers defects in materials or workmanship under normal use, subject to the terms and limitations below.

## Warranty Coverage

If a PRx Performance product is found to be defective within the applicable warranty period, PRx will, at its sole discretion, **repair or replace** the defective product at no cost to the original purchaser.

To file a claim:

Contact PRx Performance at **701-566-0452** or **support@prxperformance.com**.

Provide proof of purchase (order number or receipt) **AND** photographs or video of the defect.

PRx will issue a **Return Label** if applicable. Return shipping and shipping of replacement product will be covered by PRx.

Products returned without an authorized Return Label will not be accepted.

Repaired or replacement products will be returned with shipping charges prepaid by PRx for U.S. customers. For international customers, return shipping policies vary—please contact us for details.

## Warranty Periods by Product Category

Product / Category	Structural Welds / Frames / General	Component & Installation Hardware	Upholstery / Plastics / Coating Finishes
PRx Squat Racks (all variants)	Limited Lifetime Warranty*	Limited Lifetime Warranty*	90 Days

Freestanding / Wall-Mount Benches	Limited Lifetime Warranty*	Limited Lifetime Warranty*	90 Days
Squat Rack Attachments	Limited Lifetime Warranty*	Limited Lifetime Warranty*	90 Days
Storage Solutions	Limited Lifetime Warranty*	Limited Lifetime Warranty*	90 Days
Weight Plates (PRx bumpers & metal plates)	10 Year	-	-
PRx Barbells	10 Year	-	90 Days
Accessories (bands, balls, bells, etc.)	1 Year	-	90 Days
Non-PRx accessories (third-party manufactured)	Contact manufacturer	Contact manufacturer	Contact manufacturer

\*Limited Lifetime means for as long as the original purchaser owns the product.

### **Exclusions – What This Warranty Does Not Cover**

This warranty does not cover:

**Normal wear and tear** (e.g., surface scratches, cosmetic blemishes).

**Misuse, abuse, or overloading** beyond stated weight capacities.

**Improper installation or assembly**, or installation not approved by PRx Performance.

**Unauthorized modifications or repairs.**

**Accidental damage**, including damage during shipping after the initial delivery.

**Environmental damage** from regular outdoor use or exposure to moisture, extreme temperatures, or corrosive environments.

**Use of incompatible attachments** on PRx squat racks (voids warranty for both the rack and the attachment).

**Gas shocks** for Profile® Racks beyond their stated warranty coverage.

**10 and 15lb Bumper Weight Plates** dropped from greater than 24 inches from the ground.

ANY PRx Performance branded apparel

### **Other Important Terms**

Warranties are **non-transferable** and apply only to the original purchaser with proof of purchase.

PRx reserves the right to make design changes to products without obligation to retrofit previously sold items.

Warranties for products not manufactured by PRx Performance are subject to the original manufacturer's terms.

All warranties on powder coating cover peeling and rust. Wear and scratching of powder coat attributed to everyday use and wear and tear will not be covered apart from damage caused during the shipping process.

Warranties on Discontinued Items while PRx retains inventory of the discontinued item or its parts. After this time, the customer will be taken care of to the best of the ability of PRx.

### **Legal Disclaimer**

REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW.

PRx Performance LLC will not be liable for any incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

## **Customer Service**

 Phone: 701-566-0452

 Email: [support@prxperformance.com](mailto:support@prxperformance.com)

 Hours: Monday–Friday, 8:00 A.M. – 5:00 P.M. CST (expect delays during peak or holiday seasons)

 Web: [www.prxperformance.com/warranty](http://www.prxperformance.com/warranty)