

STEPR Warranty Policy

Introduction:

STEPR warrants to the original purchaser that our fitness equipment ("Product(s)") are free from defects in materials and workmanship under normal use, according to the following terms:

Coverage by Product Line:

STEPR GO:

Home Warranty Only: Frame (10 Years), Parts (1 Year), Labor (1 Year). *Commercial use voids warranty.*

STEPR+ & STEPR Classic:

Home Warranty Only: Frame (10 Years), Parts (2 Years), Labor (1 Year). *Not valid for commercial use.*

STEPR Pro Classic & Pro+:

Home Warranty: Frame (10 Years), Parts (5 Years), Labor (3 Years).

Light Commercial Warranty: Frame (10 Years, coatings excluded), Parts (3 Years), Labor (2 Years).

STEPR XL Classic & XL+:

Full Commercial Warranty: Frame (10 Years, coatings excluded), Parts (3 Years), Labor (2 Years).

STEPR PERFORMANCE XL UNITS (VPR):

Full Commercial Warranty: Frame (10 Years), Parts (3 Years) & Labor (2 Years)

STEPR ALL-IN TREAD XL:

Full Commercial Warranty: Frame (10 Years), Parts (3 Years) & Labor (2 Years)

General Terms & Conditions:

Non-Transferability: This warranty extends only to the original purchaser and is not transferable.

Limited Remedy: At STEPR's discretion, defective products will be repaired or replaced. STEPR may use new or refurbished parts for repairs or replacement.

Pre-Authorization Required: All warranty services must be pre-authorized by STEPR. Unauthorized repairs may void this warranty.

Charges: Shipping of parts may incur a minimal handling charge. In-home service may involve a trip charge. These charges are the responsibility of the customer.

What is not covered: (STEPR Warranty Exclusions)

Normal Wear and Tear: This includes but is not limited to belts, batteries, grips, rubber or plastic parts, paint, and finish.

Improper Assembly: Damage resulting from assembly not in accordance with STEPR's instructions.

Unauthorized Modifications: Any changes to the product that are not approved by STEPR, including the addition of non-STEPR components.

Misuse and Abuse: Usage outside the intended home or light commercial environments, including but not limited to dropping, crushing, impact damage, or exposing the machine to water or extreme environmental conditions.

Lack of Maintenance: Failure to follow the routine maintenance guide provided by STEPR, leading to the deterioration of the product's condition.

Improper Storage: Storing the equipment in environments not conducive to electronic or mechanical components, such as excessively damp or salty air conditions.

Commercial Use: Unless specifically covered (e.g., STEPR Pro Classic & Pro+ Light Commercial Warranty), using the products in a full commercial setting voids the warranty.

Rental Use: Products used for rental purposes are not covered under the home or light commercial warranties.

Third-Party Repairs: Any repair services performed by a non-authorized STEPR service provider.

Transportation Damage: Damages incurred during the transportation of the product by the customer after the initial delivery.

Cosmetic Damage: Any cosmetic damage that does not affect the functionality of the product, including scratches, dents, and chips.

Installation of Non-OEM Parts: Use of parts not originally manufactured or provided by STEPR for the specific model.

Accidents, Acts of God, or Natural Disasters: Damage from unforeseeable events outside of reasonable control, including but not limited to earthquakes, fires, floods, and lightning strikes.

Product Alteration or Removal of Serial Number: Any alteration that changes the product's functionality or appearance, or removal/alteration of the serial number sticker/tag.

Failure to Register the Product: If applicable, failure to register the product for warranty within the specified timeframe after purchase.

Outside the USA: The warranty does not cover products purchased, transported, or used outside of the United States (if your warranty is region-specific).

Limitations of Liability:

STEPR is not liable for indirect, incidental, or consequential damages, including but not limited to, loss of use, revenue, or profit, and costs of substitute goods or services. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

How to Claim:

Contact STEPR Customer Service with proof of purchase, product serial number, and a detailed defect description to initiate a claim. Failure to provide these may result in warranty denial.

State Law Rights:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Disclaimers:

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. STEPR SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF STEPR CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN TO THE EXTENT POSSIBLE ANY CLAIMS UNDER SUCH IMPLIED WARRANTIES SHALL EXPIRE ON THE EXPIRATION DATE OF THIS EXPRESS WARRANTY.

Amendments:

STEPR reserves the right to amend this warranty policy without notice. The most current version will always be posted on our website.

Warranty Registration:

We encourage registering your product with STEPR online [Warranty Registration](#) to facilitate faster and more efficient warranty service.

To Activate Your Warranty:

To fully activate your STEPR warranty coverage, the original purchaser must register their product with STEPR within 30 days from the date of purchase. Product registration is a simple process that confirms your ownership and purchase date, facilitating quicker and more efficient support should you need to utilize your warranty service.

Registration Process:

Visit www.getstepr.com/pages/warranty-registration to access the product registration form.

Fill in the required fields, including product model, serial number, and purchase date.

Submit the form to complete your product registration.

Failure to Register:

Failure to register your STEPR product within the specified 30-day period may result in a delay of warranty services or, in certain cases, may limit the available warranty services. Registration ensures that we can provide you with the full support and benefits offered under the STEPR warranty policy.

Benefits of Registration:

Expedited Service: Streamline the warranty claim process with your information readily on file.

Proof of Ownership: Secure a record of your purchase, valuable for insurance purposes or in the event of theft.

Product Updates: Receive notifications about product updates, safety notices, and other important information.

Warranty Activation:

Your warranty becomes active the moment you purchase your STEPR product. However, registration is crucial to ensure you can fully utilize your warranty benefits without delay. We encourage all customers to complete their product registration promptly.

Light Commercial Use Definition

Light Commercial use is defined as the operation of STEPR Pro units in private, dues-paying facilities with a membership base of 500 members or fewer. This includes specialized fitness centers such as independent gyms, micro gym, private gyms, boutique gyms, boxing gyms, functional fitness gyms, personal training studios, and niche bodybuilding gyms. Additionally, light commercial use encompasses non-dues-paying facilities, such as those found in hotels, multi-family residential complexes, corporate wellness centers, and other shared fitness amenities provided at no additional charge to users.

Limitations and Exclusions of Warranty Coverage:

- Improper Use or Unauthorized Modifications:** This warranty is voided if the equipment is used in a manner inconsistent with the intended light commercial environment, such as in high-traffic, large-scale fitness centers, or if the equipment is altered or modified in any way without prior written authorization from STEPR, Inc.
- Negligence or Abuse:** Damage or malfunctions resulting from negligence, misuse, abuse, or failure to follow the manufacturer's guidelines (e.g., exceeding recommended weight capacities, improper maintenance, or incorrect installation) are not covered under this warranty.
- Data and Application Liability:** STEPR, Inc. is not responsible for any data or personal information users share through third-party applications integrated with our equipment. It is the sole responsibility of the customer and/or facility to ensure users log out of any accounts or applications to prevent unauthorized access. STEPR, Inc. assumes no liability for any data breaches or loss resulting from the failure to log out or protect personal information.
- Environmental Factors:** Damage or malfunctions caused by environmental factors, including but not limited to, humidity, moisture, dust, or exposure to extreme temperatures, are not covered by this warranty. Facilities are

responsible for ensuring that equipment is housed in appropriate conditions to maintain warranty coverage.

5. **Force Majeure:** STEPR, Inc. is not liable for any damage, loss, or claims resulting from events beyond our control, such as natural disasters, acts of war, or other force majeure events.

INSURANCE AND LIABILITY DISCLAIMER:

The customer and/or facility assumes full responsibility for ensuring that the equipment is used in a safe and appropriate manner. STEPR, Inc. is not liable for any injury, loss, or damage resulting from the improper use of the equipment or failure to adhere to safety guidelines. This warranty does not cover any claims arising from the failure to comply with local laws, regulations, or insurance requirements regarding the operation and maintenance of the equipment.

Warranty Registration

Register your warranty online here: [Warranty Registration](#)