

Limited 3 Year Warranty

Sports Split Step provides product purchasers with a limited 3 year warranty for all products.

Limited 3 Year Warranty Clauses

1. In order to be eligible for Sports Split Step Limited 3 Year Warranty, product registration must be completed by the purchaser. The warranty of the purchased product is activated from the completion date of the product registration at Sports Split Step or from an authorized distributor. Sports Split Step reserves the right to determine the eligibility of the product registration if the registration process is delayed by the purchaser for more than three months after the original purchase date. Satisfactory proof is required to claim the warranty; for example, the invoice from the initial purchase.
2. The Limited 3 Year Warranty is for the original purchaser only. In the event of a sale or product transfer by the original purchaser to a third party, the warranty period shall be as described in the “After the Limited 3 Year Warranty Period”.
3. If the product is operated under a normal operating environment during the warranty period and a malfunction is not caused by external or internal self-assembly, Sports Split Step reserves the right to exchange components, repair, or substitute the appropriate types of products at its discretion.
4. All replaced parts will be brand new parts. These can include but are not limited to: new components, modules, or substitute products for repairing.
5. When the product has exceeded the warranty period, warranty clauses, or is otherwise inapplicable to warranty (please refer to the “After the Limited 3 Year Warranty” section), maintenance service, replacement, shipment, and any other related charges might occur.

Other Exception Clauses

Sports Split Step guarantees its products against defects in materials and workmanship under limited conditions. However, under the following exceptions, Sports Split Step has no liability to provide warranty services for the repair or maintenance without charge.

1. Damages caused by accidental events, damages due to the human force or self-assembly, damages caused by negligence of maintenance or modification behaviors without authorized technical support.
2. Damages resulting from any natural disaster.
3. The appearance of a product due to dust, dirt and age, normal wear of mechanical components and accessories outside of the product itself.
4. Purchasers are responsible to pack the repair product in good condition and ship it to the original distributor/representative. Shipping charges must be paid by the sender.

After the Limited 3 Year Warranty Period

If the received products have exceeded the warranty time, Sports Split Step will still provide the related repair and or maintenance services. However, the owners of the products are responsible for the repair and or maintenance charges, the return shipping charges and any additional costs.