

UBX Retail Store Product Warranty Policy



General Warranty Policy

All products sold by UBX have a manufacturing warranty that covers the structural integrity of the product, and so long as the equipment is fit for its intended purpose (this excludes clearance items). If your product turns out to be faulty or damaged, UBX will repair, replace or refund the item; unless (but not limited to):

- The product has not been used for its original intended purpose
- Normal wear and tear
- Cosmetic damages
- Misuse
- Incorrect installation/assembly
- Improper storage
- Poor maintenance
- Outside the warranty period
- Lack of proof of purchase

Unless otherwise specified in this policy, all products have a 3 month manufacturing warranty, starting from date of invoice.

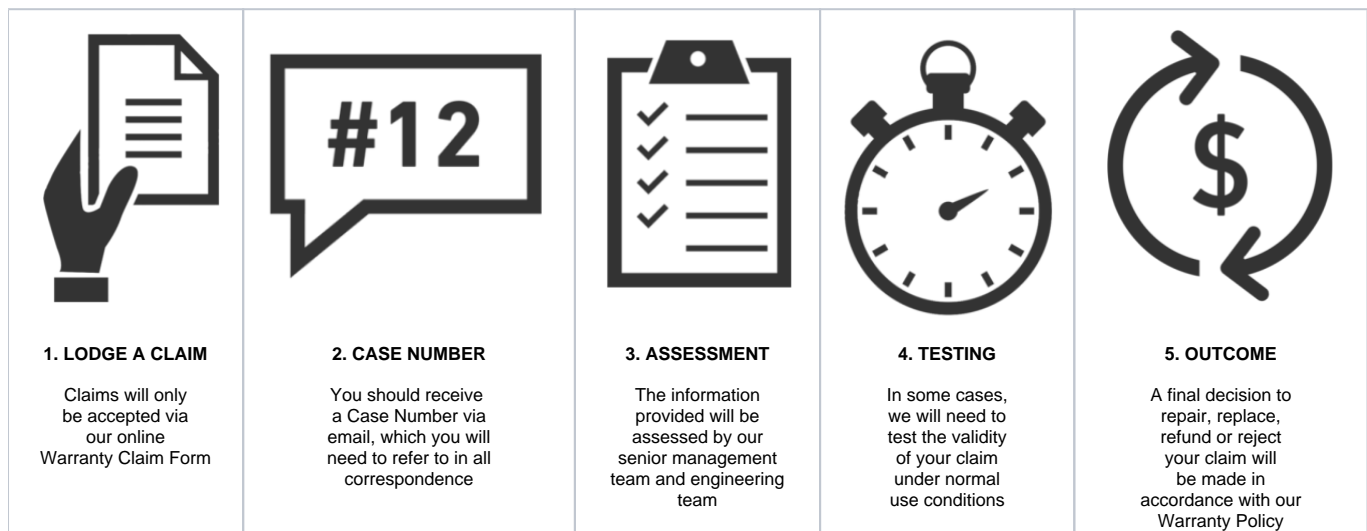
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please be advised that it is the responsibility of the purchaser to ensure correct installation and maintenance of the products, and inform further users or clients of proper equipment usage and handling. We recommend that you conduct regular equipment audits to ensure that all your products are correctly maintained and replaced as required.

Our product range is constantly evolving and new items are always added in. If you cannot find the Warranty Policy/Product for your item listed below, it is assumed to be covered by our Standard General Warranty Policy

Warranty Claim Process

If you are experiencing a problem with your item, please ensure you have carefully read and understood the Warranty Policy before making a claim.



To begin lodging a claim, please refer to our [Warranty Claim Form](#).

What information do I need to lodge a claim?

To speed up the claims process, you will need to supply the following information when making a claim:

1. Invoice Number
2. Invoice Date
3. Description of the item and the issue you are experiencing
4. Photos or videos showing the problem (please clearly show UBX's logo on the products on at least 1 of the images)
5. Contact Information

What is the expected time frame?

The expected time frame will vary dependent on the nature of the item claimed.

If the information provided clearly indicates a manufacturing fault, your claim will be processed promptly to minimize inconvenience.

If further information is required, this will delay the processing time. As such, we request that you include as much relevant information as possible in your claim.

In the case that a manufacturing fault is not clear, further testing may be required, which will further delay the processing time. In this instance, our senior management team and engineering team will make a final decision of the outcome of your claim in accordance with our Warranty Policy and in addition to your rights under the Australian Consumer Law.

What if I wish to dispute the outcome?

All warranty claims require approval from our senior management team before a final decision is made. As such, if you wish to dispute the outcome of your claim, we advise you to seek independent advice.

Products

Item Name	Train On Demand: Equipment Pack
Includes	Power Bands, Activation Bands, Skipping Rope, Pair of Sliders, Agility Cones
Type of Warranty	Manufacturing Fault
Warranty Period	3 months
Do Not	<p>Bands:</p> <ul style="list-style-type: none">• Mount the bands on sharp or abrasive anchor points as this will cut the surface• Allow contact with direct metal or sharp objects <p>Skipping Rope:</p> <ul style="list-style-type: none">• Throw on ground or drop on a hard surface• Use on an abrasive surface as this will cause cosmetic damages to your ropes. Prolonged use on an abrasive surface may cause further damage to the rope <p>Sliders & Agility Cones:</p> <ul style="list-style-type: none">• Store when wet• Clean with harsh chemicals• Store with heavy or sharp items on top as this may cause damage to the products <p>Carry Bag:</p> <ul style="list-style-type: none">• Store when wet• Clean with harsh chemicals

Exclusions	<p>Bands:</p> <ul style="list-style-type: none"> • Breakages from sharp or abrasive surfaces • Normal wear and tear, cosmetic damages, surface scratches <p>Skipping Rope:</p> <ul style="list-style-type: none"> • Cracked handles: this is considered misuse where the skipping ropes have been repeatedly thrown or dropped • Normal wear and tear, cosmetic damages, surface scratches <p>Sliders & Agility Cones:</p> <ul style="list-style-type: none"> • Normal wear and tear, cosmetic damages, surface scratches <p>Carry Bag:</p> <ul style="list-style-type: none"> • Normal wear and tear, cosmetic damages caused by normal use
Maintenance	<p>Bands:</p> <ul style="list-style-type: none"> • Regularly check the bands for any signs of tear before every use to avoid injuries, and replace the bands as necessary <p>Skipping Ropes:</p> <ul style="list-style-type: none"> • Regularly check the skipping ropes for any signs of damage and replace as necessary <p>Sliders & Agility Cones:</p> <ul style="list-style-type: none"> • Clean with a damp cloth using a PH neutral detergent and wipe dry • Regularly check for signs of wear and tear and replace as necessary <p>Carry Bag:</p> <ul style="list-style-type: none"> • Cold hand wash, air dry, do not bleach

Item Name	UBX 10 oz Boxing Gloves
Includes	UBX Branded 10 oz Boxing Gloves
Type of Warranty	Workmanship
Warranty Period	3 months
Do Not	<ul style="list-style-type: none"> • Store when damp • Store for long periods in direct sunlight • Strike against abrasive materials
Exclusions	<ul style="list-style-type: none"> • Normal wear and tear, cosmetic damages, surface scratches, chipping
Maintenance	<ul style="list-style-type: none"> • Clean with a damp cloth using PH Neutral detergent and wipe dry • Cold hand wash and drip dry

Item Name	Boxing Wraps - Quick Wraps
Includes	UBX Branded Quick Wraps
Type of Warranty	Manufacturing Fault
Warranty Period	3 months
Do Not	<ul style="list-style-type: none"> • Warm machine wash or machine dry the Fast Wraps as this will cause the EVA inner foam to shrink
Exclusions	<ul style="list-style-type: none"> • Shrinking of the EVA inner foam due to incorrect washing • Normal wear and tear, cosmetic damages, surface scratches

Maintenance	<ul style="list-style-type: none"> • Cold hand wash and drip dry • Regularly check for signs of wear and tear and repair or replace as necessary
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Item Name	Boxing Wraps - 2.5m Hand Wraps
Includes	UBX Branded Hand Wraps
Type of Warranty	Manufacturing Fault
Warranty Period	3 months
Do Not	<ul style="list-style-type: none"> • Warm machine wash or machine dry will cause material to shrink
Exclusions	<ul style="list-style-type: none"> • Shrinking of due to incorrect washing • Normal wear and tear, cosmetic damages, surface scratches
Maintenance	<ul style="list-style-type: none"> • Cold hand wash and drip dry • Regularly check for signs of wear and tear and repair or replace as necessary