



BONPILATES GUARANTEE

At BonPilates, we take the quality and safety of everything we manufacture very seriously. Each machine and accessory undergoes strict quality controls to ensure it reaches you in perfect condition, free from manufacturing defects. All our products are covered by a warranty that begins on the date of the purchase invoice and protects against any manufacturing fault within the time frames indicated below.

If any part needs repair or replacement during that period, it will remain covered until the original term expires. To keep you informed in case of any important updates, we kindly ask you to keep your contact information up to date. We are committed to excellence in every detail, and this warranty reflects our confidence in the quality of our products.

1. What does the BonPilates guarantee cover?

Our limited warranty covers manufacturing defects in materials and workmanship under normal conditions of use, starting from the original date of purchase.

2. What is the guarantee on the frame (structure)?

The frame of BonPilates equipment is covered by a limited **25-year guarantee**.
Covered: structural defects (such as faulty welds or deformations not caused by misuse).

Not covered: surface corrosion, aesthetic wear, or damage caused by impact or improper use.

3. What is the guarantee on upholstery and textiles?

Upholstery and textile materials are covered by a limited **6-month guarantee**.
Covered: seam defects, manufacturing faults, or defective materials.
Not covered: cuts, burns, stains, dirt, discoloration due to sun exposure or use of abrasive, corrosive, or chemical cleaning products, or damage caused by unreasonable use. If the original fabric is unavailable, an equivalent fabric will be provided.

Before confirming an order with a custom color, it is recommended to request a physical sample to verify that the tone meets the customer's expectations. Colors displayed on screen are for reference only and may vary depending on the device, lighting conditions, or monitor settings.

Likewise, slight tone variations may occur between different production batches. For this reason, exact color matching cannot be guaranteed for orders placed at

different times.

BonPilates reserves the right to modify color availability without prior notice.

4. What is the warranty for aluminum components, springs, plastic parts, and fasteners?

Aluminum components (such as rails, profiles, and non-welded structural parts), springs, plastic parts, and fasteners are covered by a limited **2-year guarantee**.

This guarantee does not cover damage caused by impact, deformation, corrosion from external agents, or improper handling.

5. What is the warranty on elastomer components?

Components made from elastic or flexible materials (such as straps, ropes, blocks, bands, and similar items) are covered by a limited **1-year guarantee**.

Not covered: breakages caused by intensive use, material fatigue from prolonged use, or the natural aging of elastomers.

6. What is not covered by the guarantee?

The guarantee does not cover:

- Damage caused by improper or negligent use.
- Repairs or modifications carried out by unauthorized third parties.
- Damage from improper storage conditions (humidity, sun exposure, etc.).
- Normal wear and tear from continued use.
- Products used in intensive commercial environments without proper maintenance.
- Failure to replace springs every 2 years may void this guarantee.
- Shipping costs, customs clearance fees (if applicable), or any costs incurred in the installation, repair, or replacement of parts sent are not covered.
- This warranty will be void if the equipment is used for any purpose other than the Pilates repertoire, understood as the set of official Pilates exercises for which the apparatus has been specifically designed or if the equipment has been subject to improper use or any modification not authorized by BonPilates.



7. Who is eligible to use the guarantee?

The guarantee is limited to the original purchaser and is non-transferable. It is essential to retain the invoice or proof of purchase to process any claim.

8. How do I submit a guarantee claim?

Please contact our Customer Service through the following link:
<https://www.bonpilates.com/fabrica-pilates/>

Provide the following:

1. The invoice number or proof of purchase.
2. A detailed description of the issue.
3. Photos of the product and the affected part (if applicable).

Our team will assess the case and provide instructions within 48 hours. BonPilates reserves the right to repair or replace the product or defective parts, as applicable.
