# AFTER SALES SERVICE TERMS AND CONDITIONS

*For Pro Ultimate Gyms' Franchise Owners*

## 1. Applicability

These After Sales Service Terms and Conditions apply to all Pro Ultimate Gyms franchises. **Franchisees are required to install and maintain only Pro Ultimate Gym equipment at their locations, as per the franchise agreement.**

## 2. After Dispatch Instructions

- **Equipment Unloading:-** Upon receiving the equipment, franchisees must arrange for labour to safely unload it. The franchisee is responsible for ensuring the equipment is safely unloaded and transported to the designated installation area.
- **Installation Process: -**
    - The turnaround time (TAT) for installation is 3 to 7 days after receiving the equipment.
    - Franchisees are required to arrange for helpers to assist the technician during the installation process to ensure smooth execution.
    - Before aligning the technician, the franchisee must send a site completion video and participate in a video call to confirm that the site is ready for installation. Only after confirmation will the technician be scheduled for the installation.
    - If the **installation site is not ready** and the technician has already been aligned and reaches the location, the client will be required to bear **additional charges**.
- **Equipment Check:-** After the installation, it is the franchisee's responsibility to thoroughly check that all equipment is operating smoothly and without issues.
- **Installation Report: -** Franchisees must complete the installation report and provide feedback regarding the technician's performance to help us improve our services.
- **Unloading and Installation Delays:** If the Client fails to unload the truck within 24 hours, the company will not be liable for timely installation. Please ensure unloading on time to avoid any inconvenience.

## 3. Additional Unloading & Installation Instructions

- **Unloading Arrangements:** Kindly arrange labour for unloading only after confirming with the truck driver or transporter.
- **Installation Helpers:** Client to arrange 3–4 helpers for installation.
- **Unloading and Labour Costs:** All costs related to unloading and labour charges will be borne by the client.
- **Equipment Unwrapping:** Do not unwrap the equipment. Unwrapping must be done by the PUG Installation Team only.
- **Responsibility for Damage:** The client will be responsible for any damage to equipment incurred during unloading.

4. **Service Coverage Period**
   - **First 3 Months**: All Pro Ultimate equipment installed in a franchise is covered under a complimentary service policy for the first **3 months from the date of installation.**
     - **Standard Service**: During this period, **only travel expenses (as per actuals) related to service visits are chargeable.** No service or maintenance fees will be charged unless the issue is found to be unrelated to manufacturing or installation defects.
   - **Post-3-Months Maintenance Policy**: After the initial 3-month period, **a regular maintenance fee plus travel charges** will be applicable for any service or repairs needed.

**Product Warranty**

| Product | Warranty Duration |
|---|---|
| **Frame** | 5 years structural warranty on the frame of all equipment, except weights. |
| **Mechanical Parts** | 1-year standard warranty on all mechanical parts (e.g., Bearings, Catchers, Pull Pin Lock, Adjustment Knobs). |
| **Electronic Parts** | 1-year standard warranty on all electronic parts (e.g., Drives, Incline Motor, PCB Card, MCB Card, and Display). |
| **Cable Wires & Pulleys** | 6 months standard warranty if deemed usage is normal. |
| **Consumable Parts** | No warranty on consumable parts such as plastic and rubber parts (e.g., Cardio main cable, Rubber feet, Stickers, Treadmill cover). |
| **NOTE: Warranties are valid under normal gym conditions and expert supervision.** | |
| **Terms and Conditions** | |
| **Validity of Quotation** | 15 Days |
| **Delivery Time** | 45 working days after receipt of 50% payment. Dual colour /custom colour will require an additional 2 weeks. |
| **Terms of Payment** | **Advance Payment:** 50% along with the purchase order. |
| | **Balance Payment:** 50% against Pro Forma Invoice, 10 days prior to dispatch. |

**5. Warranty Exclusions**

- Normal wear and tear of the product.
- Damage due to short circuits or other electrical faults.
- Warranty void if a **4 KVA Servo Stabilizer** is not used with all treadmills and Stairmasters.
  **Servo specifications: 4 KVA with Auto Cut and Time Delay feature.**
- Earthing is done on all floors, especially at the power plug where cardio equipment is being installed.
- Equipment damage due to improper installation, storage, usage, operation, or maintenance.
- Warranty does not cover defects resulting from unauthorized repairs or modifications.
- Any damage or defects from force majeure or fortuitous facts.

**6. Installation, Warranty & Service Policy**

- All equipment supplied by the Company is covered under the applicable warranty period, subject to compliance with the terms and conditions mentioned herein.
- Installation of the equipment must be carried out exclusively by the Company's authorised installation team or its designated installation partner.
- The customer is responsible for ensuring timely coordination with the Company's Installation & Maintenance Department, including site readiness and scheduling of the installation. Delays arising due to the customer's non-cooperation or site-related issues shall not be the responsibility of the Company.
- If the customer chooses to install the equipment through any third party or undertakes self-installation without prior written approval from the Company, the warranty shall stand null and void with immediate effect.
- Any damage, malfunction, misalignment, safety issue, or performance concern arising from unauthorized installation, dismantling, shifting, modification, or repair shall be the sole responsibility of the customer. The Company and its authorized equipment partner shall not be liable for such claims.
- Any subsequent inspection, repair, replacement of parts, or technical assistance required after unauthorized installation shall be treated as an out-of-warranty service and shall be chargeable as per the Company's prevailing service charges.

**7. Post-Warranty Claims**

After the expiration of the warranty period as stated above, we shall no longer accept warranty claims, and all obligations for warranty shall terminate.

**8.Service SOPs**

- **Treadmill Service**: Includes oiling, drive belt and running belt centralization, and electronic connection checks.
- **Strength Machine Service**: Includes inspection and fixture of lock wires, cable wires, pulleys, and all consumable items.
- **General Service**: Any issues or requests beyond the standard service procedures will be considered complaints and addressed accordingly.

**9.After-Sales Service**

- **Response Time**: **0 to 48 hours.**
- **Technician Visit**: Within **3 to 7 days.**

**10. General Maintenance by Client**

- **Inspection of Wire Locks**: Regular inspection required.
- **Basic Tools**: Basic screwdriver and Allen key set required (available on *AMAZON*).
- **Silicon Oil**: Must be maintained on the premises.
- **Dumbbells & Weight Plates**: Note that dumbbells and weight plates may have a tolerance level of (+/-) 5% to 7% and do not carry any warranty or guarantee.

**11. Bank Details for Payments**

- **Account Holder:** PROULTIMATE GYMS PRIVATE LIMITED
- **Account Number:** 922020054914145
- **IFSC Code:** UTIB0002806
- **GST:** 03AANCP2814P1Z3
- **Nickname:** PROULTIMAT

**CASH PAYMENTS**: NO CASH PAYMENTS WILL BE ACCEPTED.

**12. Updates to Terms**

The Company reserves the right to modify or update these terms and conditions from time to time. Any such updates shall automatically become applicable and binding on the buyer.

**13. Contact Information**

For service requests, maintenance scheduling, and any queries, please contact:

- **Phone**: 6280 329 210
- **Email**: pugtechsupport@proultimate.com

By signing this document, the franchise owner acknowledges and agrees to the terms set forth by Pro Ultimate Gyms for the service and maintenance of all Pro Ultimate Gym equipment.

**Franchise Owner Sign. _____** **Pro Ultimate Gyms Rep. Sign. _____**

**DATE- _____** **DATE- _____**