

## **Procedure for warranty request**

For warranty request, we need your help to provide below information listed to keep in record and further enhance our customer service. Your feedback is highly appreciated and will be really helpful for us to keep making improvement on our products. Thank you very much.

**1) Please provide serial number of the product.**

Below pictures shown the serial number location of each product for your reference.

**2) How long have you been using it?**

**3) Description of the issue.**

Please describe the issue by providing pictures or video(need long enough video to understand or see the issue )as detail as possible

**4) How many parts do you need?**

**What's the part number?**

**How many parts of each do you need?**

If you don't know the parts needed for replacement, we will check and find for you by the pictures and video you provided.

**5) Please provide best delivery address/ Attn/ contact number for sending**

-Do you want to air the part to you?

-Or do you want the parts included to your current order.

-Or do you want the parts combined with your upcoming order.

**\*Parts policy \***

Warranty: 2years for spare parts/5years for frames (air fright is not covered).

Note - ski trainer ASK-2 we will only offer 1 year though

## **Serial number location**

● **Air bike**

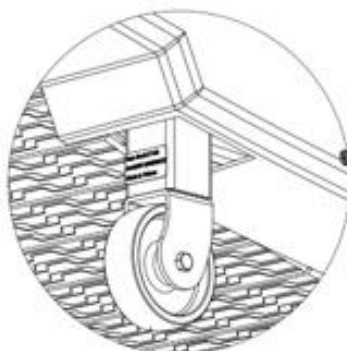


## ● Rower

## ● Ski Erg



## ● Runner



## ● Cycle

