



## HYDROW LIMITED HOME USE WARRANTY

**Effective Date:** February 1, 2021

We are Hydrow Limited, a corporation registered in the United Kingdom. Our registration number is 12964808 and our registered office is at Zedra New Penderel House, 4th Floor, 283 - 288 High Holborn, London, WC1V 7HP, United Kingdom (“**Hydrow**”, “**We**”, “**Our**”, “**Us**”).

Hydrow provides the warranties set forth below for the covered components of the Hydrow products described herein during normal use during the applicable warranty periods described below, subject to all of the terms, conditions and exclusions set forth below (the “**Warranty**”).

This Warranty is in addition to (and not instead of) the other statutory rights that you have in relation to Hydrow products and services. Your statutory rights are unaffected by this Warranty. If there is any conflict between this Warranty and your statutory rights, your statutory rights will take precedence (i.e. they will remain unaffected).

This Warranty applies only to Hydrow rowers manufactured and distributed by Hydrow or its authorized retailers or distributors and is only valid for such products sold for use in a non-commercial home setting (the “**Hydrow Rowers**”). This Warranty applies only against defects in materials and workmanship, and not those issues that occur as a result of normal wear and tear, misuse, or those that occur outside of the conditions set forth below.

While this Warranty may be transferred to another person (e.g. in the event that you sell your Hydrow Rower), we reserve the right to request proof of transfer of ownership or purchase before enabling that other person to benefit from this Warranty.

Hydrow’s obligations under this Warranty are limited as set forth below:

### **Warranty Periods and Coverage**

The warranty periods for Hydrow Rowers, including floor models purchased by consumers, commence on the date of original delivery (the “Warranty Start Date”) and last for the durations set out below (the duration differs depending on the nature of the issue and/or treatment required).

This Warranty covers use of Hydrow Rowers in the UK only

### **STRUCTURAL FRAME (Including Upright Storage Kit): FIVE (5) YEARS**

Hydrow warrants the frame of the Hydrow Rower (excluding any moving parts attached to the structural frame e.g., moving arms, position adjustment, etc.) against defects in workmanship and materials for a period of five (5) years from the Warranty Start Date.

### **COMPONENTS, SCREEN & OTHER ELECTRONICS: TWELVE (12) MONTHS**

Hydrow warrants the components and all original parts of the Hydrow Rower, including its handle, strap, seat assembly, foot bed, foot strap, the touchscreen, hinge on the touchscreen carriage, and other electronics against defects in workmanship and materials for a period of twelve (12) months from the Warranty Start Date.

### **LABOR: TWELVE (12) MONTHS**

Hydrow will cover the labour cost for any repair or replacement made under this Warranty for a period of twelve (12) months from the Warranty Start Date. Except where applicable law requires otherwise, repair labor is not covered if the Hydrow Rower is moved to a location that is outside the UK.

### **Warranty Terms and Conditions**

At Hydrow’s option, Hydrow may replace defective parts with new parts or serviceable used parts that are substantially equivalent to new parts in performance.



Any replacement or repaired component shall be warranted for the remainder of the original Warranty period or thirty (30) days, whichever is longer, or for any additional period that is required by applicable law.

In the event that necessary parts required for a satisfactory repair under the terms outlined in this Warranty are not and will not be available in a reasonable period of time, Hydrow shall, at Hydrow's discretion and to the extent permitted by law, fully replace the malfunctioning unit with a comparable new machine or a comparable used or refurbished version of similar manufacture date and functioning condition as the unit being replaced.

All exchanged parts and Hydrows replaced under this warranty become the property of Hydrow after the repair or exchange.

#### **EXCLUSIONS:**

***This Limited Warranty shall NOT apply to:***

- Any Hydrow Rowers used in any commercial setting including, but not limited to: dues paying facilities or any other facility where membership is required for use, corporate wellness settings, multi-family housing facilities, hospitality settings, or personal training studios.
- Any Hydrow Rowers or services that are, or that Hydrow reasonably believes to be, stolen, counterfeit, or missing serial numbers.
- Damage or equipment failure due to normal wear and tear, improper or negligent assembly, maintenance, installation, relocation, or repair, except for repairs performed by an authorized Hydrow Technician.
- Structural, functional or cosmetic damage, including rust, corrosion and unusual wear, caused by failure to follow the operation and maintenance procedures described in the User Guide or by use of the Hydrow Rower with parts or accessories from third parties that have not been endorsed or recommended by Hydrow.
- Damage or equipment failure caused by external electrical wiring not in compliance with electrical codes or Hydrow User Guide specifications or by failure to provide reasonable and necessary maintenance as outlined in the User Guide.
- Software, even if sold with or embedded in the Hydrow Rower, or Internet connectivity.
- Damage or equipment failure due to accident, abuse, improper or abnormal use, neglect, corrosion, discoloration of paint or plastic (or any other change in cosmetic appearance that does not affect performance), theft, vandalism, fire, flood, wind, lightning, freezing or other natural disasters or acts of God of any kind, external electrical wiring, power reduction, power fluctuation or power failure from whatever cause, unusual atmospheric conditions, collision, introduction of foreign objects, or modifications that are unauthorized or not recommended by Hydrow.
- The cost of labor, parts, repairs, or replacement in the UK. This Warranty is exclusively for equipment sold and used in the UK.
- Service calls to correct installation of the equipment or instruct owners on how to use the equipment.
- Any labor costs incurred beyond the applicable labor warranty period.

#### **How to Obtain Warranty Service**

To be eligible for service under this Warranty you must [Contact Hydrow Member Services](#). You will be asked to provide Hydrow with the serial number of your Hydrow and a proof of purchase (email, receipt) indicating the date of purchase, upon discovering any nonconformity or defect.

To claim under this warranty, you must make the affected product available for inspection by Hydrow or its service representative within ten (10) days of notifying Hydrow of your claim. Claims must be made within the specified warranty period.

#### **Disputes**

Any disputes between you and Hydrow related to this Limited Warranty will be governed by the then-current dispute resolution procedures in [Hydrow's Terms of Use](#).