PILATES WAREHOUSE

LIMITED EQUIPMENT WARRANTY

Version 3 | 2 November 2026

YOUR STATUTORY RIGHTS ARE PRESERVED

This express warranty is additional to, and does not exclude, restrict or replace, any right or remedy that cannot lawfully be excluded under the Consumer Protection Act 68 of 2008 (CPA) or other applicable law. Where the CPA gives the Purchaser a stronger or different remedy, the CPA prevails.

A. Warranty Record

Purchaser / legal entity	_____
Contact person	_____
Invoice / order number	_____
Delivery date	_____
Installation date	_____
Installation address	_____
Equipment model(s)	_____
Serial number(s) / asset schedule	_____
Custom branding / personalisation	Yes / No
Use classification	Home use / Commercial use
Maximum user weight and other user limits	_____
End-user / lessee (if financed)	_____
Approved proof reference and date	_____
Accepted Sales Policy version/date	_____

A.1 This agreement applies to the Equipment identified above and in any attached asset schedule. A written product-specific warranty stated in a quotation, invoice or signed schedule prevails for that product or component, whether it provides longer or shorter coverage, if it is recorded in writing by an Authorised Representative.

1. The Warranty Provider and Purpose

1.1 This limited warranty is provided by Pilates Warehouse (Pty) Ltd, registration number 2024/664635/07 ("Pilates Warehouse", "we", "us" or "our"). Supplier and warranty-contact information appears in clause 17.

1.2 We warrant that new Equipment supplied by Pilates Warehouse will be free from Covered Defects during the applicable Warranty Period, subject to this agreement.

1.3 This warranty covers defects in materials or workmanship under normal, intended use. It is not a maintenance plan, insurance policy or guarantee against ordinary wear, accidental damage or misuse.

1.4 This warranty governs Covered Defects, component coverage, warranty claims and remedies relating to the Equipment. Order confirmation, deposits, approved specifications, special-order or customised status, manufacturing, estimated lead times, international shipping, pre-delivery delays, cancellation, returns and refunds are governed by the Pilates Warehouse Sales, Special-Order, Delivery, Returns and Refunds Policy accepted when the order was concluded.

1.5 Demo, used, refurbished, trade-in or commission-sale Equipment is covered only to the extent stated in the applicable signed sale schedule and condition report. That record should identify the Equipment, usage history where known, condition, disclosed defects, excluded items, applicable warranty period, whether any existing express warranty transfers, and relevant trade-in, commission, price, cancellation and refund terms. A change-of-mind return may be excluded where lawfully permitted, but no term excludes liability for an undisclosed defect, material misdescription or a right that cannot lawfully be excluded.

1.6 The version of the Sales Policy identified in the Warranty Record, together with the signed quotation, invoice, order schedule and specification approval, forms part of the overall agreement between Pilates Warehouse and the Purchaser. A policy issued or amended after the order was concluded does not retrospectively change that order unless the parties agree to the change in writing.

1.7 If the documents are inconsistent, applicable law prevails first, followed by any signed product-specific term, then the Sales Policy for order, delivery, cancellation and return matters, and this warranty for defect and warranty matters.

2. Definitions

Authorised Representative: has the meaning given in the Sales Policy.

Business Day: a day other than a Saturday, Sunday or South African public holiday.

Covered Defect: a material defect in manufacturing, materials or workmanship that causes the Equipment or component to be less safe, useful, durable or functional than a purchaser could reasonably expect in the circumstances. Ordinary wear and excluded damage are not Covered Defects. For a consumer to whom section 56 of the CPA applies, the standard in section 55 of the CPA applies instead of this definition within six months after delivery.

Customised Equipment: Equipment made, sourced or altered to Purchaser-approved dimensions, upholstery colour, finish, branding, configuration or other features that differ from Pilates Warehouse standard stock, including Custom-Branded Equipment described in clause 3.6.

Delivery Date: the date on which the Equipment is delivered to the Purchaser's premises, or collected by the Purchaser if no delivery is provided.

Equipment: the Pilates machine, apparatus, loose accessory or component identified in the Warranty Record or attached asset schedule.

Purchaser: the person or legal entity that acquired the Equipment directly from Pilates Warehouse and, where clause 3.1 applies, the named end-user or lessee.

Sales Policy: the Pilates Warehouse Sales, Special-Order, Delivery, Returns and Refunds Policy accepted for the relevant order.

Warranty Period: the applicable period in clause 4, calculated from the Delivery Date, unless a longer period is confirmed in writing.

Written / in writing: includes a signed document, email, WhatsApp message or other traceable electronic communication that can be retained and reproduced, subject to applicable law.

3. Who and What Is Covered

3.1 The express warranty applies to the original Purchaser while the Equipment remains owned by that Purchaser. Transfer of the express warranty requires Pilates Warehouse's prior written approval, which may be made conditional on a paid inspection of the Equipment. Where the Purchaser is a financier and the Equipment is used by a lessee or end-user named in the Warranty Record, that named user may claim under this warranty as if it were the Purchaser for so long as it lawfully possesses the Equipment. A transfer does not restart or extend any Warranty Period.

3.2 The Equipment may be used in a commercial Pilates studio, rehabilitation facility or private home if that use is consistent with the Equipment's product classification, published specifications and written sales description.

3.3 Equipment expressly sold as home-use equipment is not covered by this express warranty if used in a studio, gym, spa, rehabilitation practice or other facility offering services to the public, unless Pilates Warehouse approved that use in writing before purchase.

3.4 Demo, refurbished, used, clearance or specifically imperfect Equipment is covered only to the extent stated in the relevant signed quotation, invoice, sale schedule or condition report. Any known limitation or defect must be specifically disclosed and accepted in writing. Non-waivable statutory rights remain unaffected.

3.5 Special-order or customised status does not reduce warranty protection where Equipment has a Covered Defect or materially fails to conform to the Purchaser's approved written specifications. Change-of-mind cancellation, refundability and changes to customised Equipment are governed by the accepted Sales Policy.

Custom-Branded, Personalised and Non-Standard Equipment

3.6 Custom-Branded Equipment includes Equipment manufactured, printed, engraved, embroidered, plated, labelled or otherwise marked with a Purchaser-supplied or Purchaser-approved logo, trade name, trade mark, slogan, artwork, colour scheme or other identifying material. Customised Equipment also includes non-standard frame or carriage dimensions, upholstery colours, finishes, configurations and product features.

3.7 Before production, the Purchaser must approve in writing the final applicable specification, including artwork, spelling, orientation, dimensions, placement, configuration, upholstery colour, finish and available colour reference. Approval authorises production or committed procurement. Pilates Warehouse is not responsible for an error contained in artwork or specifications supplied or approved by the Purchaser, unless the finished Equipment materially departs from the approved proof or written specification.

3.8 The Purchaser warrants that it owns, or has permission to use, every logo, trade mark, name and artwork supplied for application to the Equipment, and authorises Pilates Warehouse and its manufacturers to reproduce that material solely as reasonably required to fulfil the order. To the extent permitted by law, the Purchaser indemnifies Pilates Warehouse against reasonable losses, liabilities, damages, costs and expenses arising from a third-party intellectual-property claim concerning material supplied or approved by the Purchaser, except to the extent caused by an unauthorised alteration or use by Pilates Warehouse. Pilates Warehouse must notify the Purchaser of such a claim within a reasonable time and allow reasonable participation in its defence or settlement.

3.9 Screen displays, photographs, upholstery texture, timber, lighting, printing, engraving and manufacturing processes may produce minor colour, scale, position or finish variations. A reasonable variation is not a defect if the branding materially conforms to the approved proof. An exact Pantone, CMYK, RGB or other colour match applies only if expressly accepted in writing as a measurable production requirement.

3.10 Because Customised or Custom-Branded Equipment is made or altered for the Purchaser and may not reasonably be resold at its ordinary price, it may not be cancelled or returned merely because the Purchaser changes its mind once production, branding, alteration or committed procurement has begun. Cancellation, refund and deduction rules remain governed by the accepted Sales Policy and applicable law.

3.11 If branding materially differs from the approved proof because of an error by Pilates Warehouse, Pilates Warehouse will assess and remedy the affected branding, surface or component in accordance with applicable law. An error affecting only removable branding or one component does not automatically require replacement or refund of the entire machine where a lawful, reasonable and effective remedy is available.

CUSTOM-ORDER EVIDENCE

For every branded or personalised order, complete Appendix B to this warranty and attach the final approved proof. The protection in clauses 3.7 to 3.10 is only as strong as the written approval record.

4. Express Warranty Periods

Component category	Covered scope	Period
Primary structural frame	Main load-bearing wooden, aluminium or steel frame members; aluminium rails; permanent structural welds and structural joints forming part of the main chassis.	**10 years**
Springs	Reformer, tower, Cadillac, chair and other resistance springs supplied with the Equipment.	**2 years**
Substantial mechanical components	Footbar and pedal mechanisms, gearbars, structural carriage platform or base board, headrest adjustment mechanisms, tower and trapeze hardware, fixed metal assemblies, pulley housings and comparable non-consumable mechanical components not listed elsewhere.	**2 years**
Small, wear-prone and consumable components	Carriage wheels and rollers, ropes, straps, loops, handles, clips, hooks, carabiners, O-rings, stoppers, knobs, bushings, bearings, plastic or rubber covers, feet, sleeves, fasteners and comparable small components.	**1 year**
Upholstery and sewn components	Vinyl, fabric, padding, stitching and upholstered surfaces, limited to manufacturing or workmanship defects.	**1 year**
Electrical and electronic components	Electronic displays, control units, wiring, power supplies and integrated lighting supplied as part of the Equipment.	**1 year**
Silicone accessories	Loose silicone bands, rings, balls and comparable silicone accessories.	**1 year**
Other loose accessories and props	Non-silicone bands, balls, mats, blocks, cushions, loose handles and comparable props, unless a longer written warranty applies.	**6 months**

4.1 Coverage is determined by the function of the affected component, not merely its material. Removable, adjustable or wear-prone items attached to a frame do not become structural-frame components.

4.2 Aesthetic finishes, coatings, paint, anodising, plating, timber colour and grain are not structural-frame components.

4.3 Where a component could reasonably fall into more than one category, the more specific category applies.

4.4 Loose silicone accessories are covered for one year from the Delivery Date against defects in materials or workmanship arising during normal intended use. This express coverage does not include ordinary wear, cuts, punctures, abrasion, overstretching, excessive loading, staining, gradual discolouration, texture loss, unsuitable chemicals, improper storage or environmental exposure outside written product specifications. Any non-waivable statutory rights remain unaffected.

4.5 The spring warranty covers breakage, separation, permanent deformation or failure of an end fitting caused by a manufacturing defect under normal use. It does not cover gradual loss of tension or a change in resistance caused by normal use.

4.6 Each period in clause 4 applies only while the Equipment is used within its recorded use classification and the maximum user weight and other user limits recorded in the Warranty Record or the user manual.

5. Statutory Consumer Rights

CPA SIX-MONTH IMPLIED WARRANTY

Where section 56 of the CPA applies and the Equipment fails to meet the standards in section 55 within six months after delivery, the consumer may return it without penalty and at the supplier's risk and expense, and may direct the supplier to repair or replace it, or refund the price paid, subject to the CPA.

5.1 The express periods in clause 4 operate in addition to applicable statutory warranties. Nothing in this agreement requires a consumer to surrender a statutory choice of remedy.

5.2 If Pilates Warehouse repairs Equipment or a component and, within three months after that repair, the original failure, defect or unsafe feature has not been remedied, or a further failure, defect or unsafe feature is discovered, Pilates Warehouse must replace the goods or refund the price paid where section 56(3) of the CPA applies.

5.3 Every new or reconditioned part installed during repair or maintenance, and the labour required to install it, is warranted for the longer of: (a) three months after installation; (b) the unexpired portion of the original express Warranty Period; or (c) any longer period stated in writing. The statutory repaired-parts warranty remains subject to the CPA provisions concerning misuse, abuse and ordinary wear and tear.

5.4 To the maximum extent permitted by law, this express warranty and the remedies in clause 10 are given in place of all other warranties, conditions and remedies implied by common law, trade usage or otherwise, including the warranty against latent defects. Where the CPA applies, the Purchaser's statutory rights are preserved as set out in this clause 5.

6. Purchaser Responsibilities and Maintenance

6.1 The Purchaser must use, clean, inspect, store and maintain the Equipment in accordance with its user manual, safety labels, published specifications and any written instructions supplied by Pilates Warehouse.

6.2 Before each use, the operator must check the Equipment for loose fasteners, damaged springs, ropes or straps, abnormal carriage movement, unstable components, damaged upholstery and any condition that could make continued use unsafe.

6.3 Commercial Purchasers must complete and retain the routine safety and maintenance inspections stated in the product manual and Appendix A. A professional service is recommended at least every 12 months for commercial Equipment and every 24 months for home-use Equipment, or sooner where usage, the product manual or inspection findings require it. Unless expressly included in the sale, professional servicing, travel and call-out costs are charged separately.

6.4 Pilates Warehouse may provide Purchasers with a digital self-inspection checklist and, where practical, an annual remote maintenance review. These tools support, but do not replace, the Purchaser's inspections or any professional service reasonably required for the Equipment. Paid on-site servicing may be scheduled individually, through regional service days or through a suitably qualified technician approved by Pilates Warehouse. The quoted service scope may include inspection of the frame, joints, fasteners, carriage tracking, wheels, bearings, springs, ropes, straps, clips, footbar, gearbar, pulleys, tower hardware, upholstery and alignment; permitted cleaning and lubrication; operational testing; parts recommendations; and a written condition report.

6.5 Springs must be replaced no later than two years after first use, or earlier if the product manual requires it or inspection reveals distortion, corrosion, separation, abnormal noise, inconsistent resistance or other deterioration. The Purchaser should record the date of first use and each replacement. High-volume commercial facilities may require earlier replacement.

6.6 Maintenance, installation, inspection, service and replacement-part records may be retained electronically using a Pilates Warehouse checklist or application, or in another reliable written format. Records reasonably relevant to a claim must be supplied on request. The record should identify each item of Equipment and include the date, person completing the check, findings, photographs where reasonably required, defects identified and corrective action taken.

6.7 Failure to perform maintenance does not automatically cancel the entire warranty. Coverage may be declined only to the extent that the failure caused or materially contributed to the claimed defect or prevented a reliable assessment of its cause. For an express-warranty claim made outside a period in which a consumer has a statutory choice of remedy, the Purchaser must produce the maintenance and spring-replacement records reasonably required to show that the claimed defect was not caused by inadequate maintenance.

7. Safety-Critical Defects

STOP USE IMMEDIATELY

If any spring, rope, strap, frame member, footbar, pedal, tower, carriage or safety component appears damaged, loose, cracked, distorted or unreliable, stop using and isolate the Equipment immediately. Attach an out-of-service notice and contact Pilates Warehouse by WhatsApp at +27 82 803 7314 or by email at daniel@pilateswarehouse.co.za. Where reasonably possible, send a clear video showing the problem and any unusual sound. Continued use may cause injury and may worsen damage.

7.1 The Purchaser must not attempt a repair, alteration or safety-critical adjustment unless specifically instructed or authorised in writing by Pilates Warehouse.

7.2 Pilates Warehouse may issue reasonable safety notices, inspection instructions or upgrade requirements. The Purchaser must cooperate promptly where the notice relates to safe operation.

7.3 To the extent permitted by law, Pilates Warehouse is not liable for injury, loss or damage caused by continued use of Equipment after the Purchaser knew, or reasonably ought to have known, that it was damaged, unsafe or subject to a safety notice, or by use contrary to the user manual, user limits or safety labels.

8. How to Submit a Warranty Claim

8.1 Notify Pilates Warehouse as soon as reasonably possible after discovering a suspected defect and within the applicable Warranty Period. Initial contact may be made by WhatsApp at +27 82 803 7314 or by email to daniel@pilateswarehouse.co.za. Provide a description and, where reasonably possible, a clear video showing the problem and any relevant sound. Pilates Warehouse will confirm when the matter has been logged as a warranty claim and may request further written information under clause 8.2. Pilates Warehouse may decline an express-warranty claim to the extent that late notification increased the damage or prevented a reliable assessment of its cause.

8.2 The claim should include:

- Purchaser name, contact details, installation address and invoice or order number;

- Equipment model, serial number and Delivery Date;
- A clear description of the problem, when it began and whether use has stopped;
- Clear photographs and, where useful, a short video showing the defect;
- Relevant usage, service and maintenance records; and
- Details of any relocation, accident, repair, adjustment or unusual event affecting the Equipment.

8.3 Pilates Warehouse will acknowledge a complete claim promptly and will ordinarily provide initial next steps within two Business Days. This is a service target, not a promise that every diagnosis or repair will be completed within two Business Days.

8.4 Pilates Warehouse may reasonably request remote troubleshooting, additional evidence, inspection by an authorised technician or return of the affected component. The Purchaser must provide reasonable access and must not destroy or discard a claimed part until the assessment is complete.

9. Delivery Damage, Shortages and Installation

9.1 Clause 10 of the Sales Policy governs delivery damage, shortages and incorrect goods; this clause summarises it. Visible packaging damage, shortages or delivery damage should be recorded on the proof-of-delivery document before signature and reported with photographs within five Business Days after delivery.

9.2 Transport crates and packaging are designed to absorb impacts and may sustain dents, scratches or other cosmetic damage during transit without the Equipment itself being damaged. Packaging damage does not by itself establish damage to the Equipment. Before signing the proof of delivery, the Purchaser should photograph visible packaging damage and record it on the proof-of-delivery document, then inspect the Equipment as soon as reasonably possible.

9.3 If the Equipment itself is damaged during transport arranged by Pilates Warehouse, Pilates Warehouse will manage the carrier claim and, subject to inspection and applicable law, repair or replace the affected Equipment or component at no cost to the Purchaser. Cosmetic packaging damage alone does not entitle the Purchaser to replacement or refund of undamaged Equipment.

9.4 Failure to report within five Business Days does not extinguish a non-waivable statutory right, but it may affect the available evidence and Pilates Warehouse's ability to recover against a carrier.

9.5 After delivery and installation by Pilates Warehouse have been completed and accepted, damage caused by relocation, dismantling, transport, storage or reinstallation by another person is excluded to the extent that it caused or contributed to the problem.

9.6 If Pilates Warehouse or its authorised contractor performs the relocation or installation, that service and any parts installed remain subject to applicable law and the written scope of work.

9.7 International shipping schedules, vessel departure dates, vessel ETAs, transshipment estimates, port berthing estimates, customs-clearance estimates and other pre-delivery milestones are estimates, not warranties or guarantees under this agreement. They are governed by the accepted Sales Policy and any signed order schedule.

9.8 If installation is postponed after delivery for a Purchaser-caused reason under clause 9.11 of the Sales Policy, the Warranty Period still runs from the Delivery Date, and loss of or damage to the Equipment while it is stored or handled by or for the Purchaser before installation is excluded to the extent that it caused or contributed to the problem. This does not affect a defect that existed at delivery or a right that cannot lawfully be excluded.

10. Assessment and Remedies

10.1 Pilates Warehouse will assess whether a Covered Defect exists and whether an exclusion applies. A claim will not be rejected merely because an excluded event occurred; the excluded event must have caused or materially contributed to the claimed damage or defect.

10.2 For a valid express-warranty claim outside any period in which the consumer has a mandatory statutory choice, Pilates Warehouse may, acting reasonably, repair the affected component, replace it with the same or a functionally equivalent component, replace the Equipment, or provide another remedy agreed with the Purchaser.

10.3 Replacement parts or Equipment may contain new or properly reconditioned components and may differ cosmetically where the original is unavailable, provided that the replacement is safe and functionally equivalent or better.

10.4 Approved parts and reasonable labour required to complete a valid warranty repair are covered. Where section 56 of the CPA applies, Pilates Warehouse bears the reasonable cost of returning, collecting, transporting and repairing the goods within six months after delivery. Otherwise, the Purchaser pays travel and call-out charges for sites more than 50 km from Pilates Warehouse's premises, and any freight, removal or reinstallation cost, at rates quoted and approved before the work is performed.

10.5 If inspection establishes that no Covered Defect exists, Pilates Warehouse may quote a reasonable diagnostic, travel, labour or repair charge before proceeding. No non-warranty work will be performed without the Purchaser's approval.

10.6 A repair or replacement does not restart the original Warranty Period, except where applicable law requires otherwise or Pilates Warehouse confirms a longer period in writing.

11. Exclusions

11.1 Subject always to applicable law, the express warranty does not cover a defect, failure, deterioration or damage to the extent caused or materially contributed to by any of the following:

- Ordinary wear and tear, gradual loss of spring tension, routine maintenance or replacement of consumable items after their applicable Warranty Period;
- Misuse, abuse, reckless use, impact, dropping, overloading, use by a person exceeding the recorded maximum user weight or other user limits or use outside the Equipment's intended Pilates or rehabilitation purpose;
- Failure to follow weight limits, adjustment instructions, safety warnings, maintenance requirements or operating procedures;
- Use of home-use Equipment in a commercial environment without prior written approval;
- Failure to replace springs within the period required by clause 6.5 or the product manual;
- Unauthorised modification, repair, dismantling, substitution of parts or installation of incompatible third-party components;
- Damage during transport, relocation, storage or installation not performed by Pilates Warehouse or its authorised contractor;
- Continued use after the Purchaser knew or reasonably ought to have known that a defect, unusual noise, instability or other condition created a safety risk or was likely to worsen the damage, including after receiving a warning from Pilates Warehouse where consultation was reasonably required;
- Outdoor use; direct exposure to rain, weather or salt spray; persistent condensation; water ingress; corrosive substances; or storage or use outside the published indoor environmental and maintenance requirements, to the extent that the exposure caused or materially contributed to corrosion or damage;
- Use of bleach, solvents, high-concentration alcohol-based products, oils, abrasive cleaners or other chemicals contrary to the care instructions;
- Cuts, punctures, burns, scratches, scuffs, stains, soiling, colour transfer, dye transfer, pet damage, jewellery, zips, studs, unsuitable footwear or clothing, or other external damage to upholstery and finishes;
- Cosmetic change that does not materially affect safe operation, including fading, surface marks, natural timber movement, grain, knots, mineral streaks, colour variation or differences between natural wood components; and
- Theft, vandalism, infestation, accident or another external event unrelated to a manufacturing or workmanship defect.

11.2 An exclusion applies only to the affected claim or component. It does not automatically cancel warranty coverage for unrelated components or defects.

11.3 Nothing in this clause excludes liability for a defect that Pilates Warehouse knew about and failed to disclose, or any liability or remedy that may not lawfully be excluded.

12. Upholstery, Timber and Finish

12.1 The upholstery warranty covers manufacturing defects such as defective material, premature seam failure or inadequate bonding under normal use. It does not guarantee freedom from wear, compression, creasing, colour transfer, staining, puncture, abrasion or damage caused by cleaning products, clothing or accessories.

12.2 Natural wood differs in grain, tone, knots and mineral markings and may respond to humidity. Variations within reasonable manufacturing and quality standards are characteristics, not defects. Structural cracking, joint failure or another Covered Defect remains assessable under the structural-frame warranty.

12.3 Where identical upholstery, timber tone, coating or finish is unavailable, a reasonably equivalent material or finish may be used for repair or replacement.

13. Limitation of Liability

PLEASE READ THIS LIMITATION CAREFULLY

This clause limits certain categories of loss but does not exclude non-waivable rights, liability for gross negligence where it may not lawfully be excluded, or liability imposed for harm caused by unsafe or defective goods under section 61 of the CPA.

13.1 To the maximum extent permitted by law, Pilates Warehouse is not liable under this express warranty for indirect, special or consequential commercial loss, including lost profit, lost revenue, cancelled classes, loss of clientele, loss of goodwill or the cost of substitute equipment, unless that liability cannot lawfully be limited.

13.2 Nothing in this agreement limits or excludes liability for death, personal injury or property damage caused by unsafe goods, a product failure, defect, hazard or inadequate warning where liability arises under section 61 of the CPA, or any other liability that cannot lawfully be limited.

13.3 The Purchaser must take reasonable steps to prevent avoidable loss, including stopping use of unsafe Equipment and allowing a reasonable opportunity for assessment and lawful remedy.

13.4 Subject to clause 13.2, and to the maximum extent permitted by law, Pilates Warehouse's total aggregate liability arising from or in connection with this warranty or the Equipment, whether in contract, delict, enrichment or otherwise, is limited to the price paid for the Equipment to which the claim relates.

13.5 Clauses 15.5 and 15.6 of the Sales Policy (Purchaser indemnity and public liability insurance) apply to the use of the Equipment.

14. Personal Information

14.1 Pilates Warehouse may process contact, purchase, equipment, maintenance and claim information to administer this warranty, provide safety notices, arrange repairs, maintain service records and comply with legal obligations.

14.2 Information will be handled in accordance with applicable data-protection law and will be shared only where reasonably necessary with manufacturers, insurers, carriers, technicians, professional advisers or authorities involved in the claim or safety process.

14.3 Clauses 16.3 to 16.5 of the Sales Policy (cross-border transfer, data-subject rights and marketing opt-out) apply to information processed under this warranty.

15. Complaints and Dispute Resolution

15.1 If the Purchaser disagrees with a warranty decision, the Purchaser should request a written review and provide any additional evidence. Pilates Warehouse will escalate the matter to a senior representative who was not the sole original decision-maker where reasonably possible.

15.2 The parties should attempt in good faith to resolve the dispute within 10 Business Days after escalation. This process does not prevent a consumer from approaching the Consumer Goods and Services Ombud, the National Consumer Commission, a provincial consumer authority or a court with jurisdiction.

15.3 This agreement is governed by the laws of the Republic of South Africa. No clause forces a consumer to waive a statutory forum, remedy or right.

15.4 Clauses 17.4 to 17.6, 18.6 and 18.9 of the Sales Policy (jurisdiction, certificate of balance, legal costs, domicilium and breach) apply to this warranty.

16. General Provisions

16.1 If any clause is invalid or unenforceable, it must be interpreted or severed only to the minimum extent necessary, and the remaining clauses continue to operate.

16.2 A delay or failure by Pilates Warehouse to enforce a term on one occasion is not a permanent waiver of that term.

16.3 No employee, installer, reseller or agent may vary this agreement orally. A product-specific extension or variation must be recorded in writing by an authorised Pilates Warehouse representative.

16.4 The documents identified in clauses 1.4 to 1.7, together with applicable user manuals, safety notices and written product descriptions, form the overall contractual and warranty framework. No document may be interpreted as excluding a non-waivable statutory right.

16.5 The Purchaser must notify Pilates Warehouse if the contact details or installation location materially change so that safety or recall notices can be delivered.

17. Supplier Information

Trading name	Pilates Warehouse
Legal entity	Pilates Warehouse (Pty) Ltd
Company registration	2024/664635/07
VAT number	4600323655
Import/export licence	CU25741199
Registered address	40 Kinfauns Street, Sydenham, Johannesburg, 2192, Gauteng, South Africa
Sole director	Daniel Shainfeld
Warranty contact	daniel@pilateswarehouse.co.za | +27 82 803 7314

18. Acknowledgement and Signatures

18.1 The Purchaser acknowledges receipt of this agreement, the applicable product schedule and available operating and maintenance instructions. Signature confirms receipt and understanding; it does not waive any statutory right.

IMPORTANT ACKNOWLEDGEMENTS

The Purchaser should separately initial the safety obligations, exclusions, liability limitation and, where applicable, the custom-branding provisions below. These initials record that the clauses were specifically drawn to the Purchaser's attention; they do not waive any statutory right. The Purchaser confirms that it received this warranty before paying any deposit.

PURCHASER	PILATES WAREHOUSE
Full name and capacity:	Authorised representative:
_____	_____
Signature:	Signature:
_____	_____
Date:	Date:
_____	_____
Company stamp (if applicable):	Company stamp (if applicable):

Acknowledgement	Reference	Purchaser initials
Safety obligations	**Clause 7**	_____
Custom artwork and IP warranty (if applicable)	**Clauses 3.7-3.8**	_____
Custom-order cancellation limitation (if applicable)	**Clause 3.10**	_____
Warranty exclusions	**Clause 11**	_____
Limitation of liability	**Clause 13**	_____
Use classification, user limits and period conditions	**Clauses 3.3, 4.5-4.6**	_____
Maintenance, records and spring replacement	**Clauses 6.3-6.7**	_____
Implied-warranty exclusion and liability cap	**Clauses 5.4 and 13.4**	_____

Appendix A - Minimum Maintenance Record

A.1 This checklist is a minimum foundation only. The product manual and any model-specific instruction may require more frequent or additional maintenance. Keep one record for each item of Equipment or attach the digital report generated by the Pilates Warehouse checklist or application.

Frequency	Minimum action	Date / initials
Before each use	Inspect springs, ropes, straps, clips, footbar, pedals, tower, carriage travel, fasteners and stability. Remove unsafe Equipment from service.	_____ _____
After each use	Clean contact surfaces using an approved product. Keep liquids away from bearings, timber joints, electrical parts and mechanisms.	_____ _____
Weekly	Inspect upholstery, loops, handles, ropes, wheels and visible fasteners. Check for unusual noise, friction, corrosion or movement.	_____ _____
Monthly	Check adjustment mechanisms, accessible fasteners, carriage alignment, pulley operation and spring attachment points.	_____ _____
Every 12 months - commercial	Professional inspection and service; record technician, findings, parts replaced and next due date.	_____ _____
Every 24 months - home	Professional inspection and service, unless usage, inspection findings or the product manual requires an earlier interval.	_____ _____
No later than every 2 years	Replace springs, or earlier if use, inspection, deterioration or the product manual requires replacement.	_____ _____

Appendix B - Custom Order Approval Record

Branding, personalisation, dimensions and non-standard specifications

COMPLETE ONLY FOR CUSTOMISED ORDERS

Not required where the Order and Customisation Approval Record in Appendix A to the Sales Policy has been completed for the order; if both are completed and differ, the later signed record prevails. Attach the final approved artwork, production proof and written specification to this record. If an approved detail changes, both parties should date and approve the revised version before production continues.

Purchaser / legal entity	_____
Invoice / order number	_____
Equipment model(s) and quantity	_____
Artwork / proof file name or reference	_____
Approval date and version	_____
Logo / trade mark / wording	_____
Approved spelling	_____
Placement and orientation	_____
Dimensions / scale	_____
Colour reference (Pantone/CMYK/RGB if agreed)	_____
Application method / finish	Print / engraving / embroidery / plate / label / other
Frame / carriage / product dimensions	_____
Other custom configuration or features	_____

Purchaser Approval

- I have checked and approve the final artwork, spelling, placement, orientation, dimensions, finish and stated colour reference for production.
- I confirm that I own, or have permission to use, the supplied logos, trade marks, names and artwork, as stated in clause 3.8.
- I understand that reasonable colour, scale, position and finish variations may occur as described in clause 3.9.
- I understand the change-of-mind cancellation and return limitation in clause 3.10 and the accepted Sales Policy once branding, production, alteration or committed procurement has begun.

PURCHASER APPROVAL	PILATES WAREHOUSE ACCEPTANCE
Full name and capacity:	Authorised representative:
_____	_____
Signature:	Signature:
_____	_____
Date:	Date:
_____	_____