

Warranty Information

X EQUIPMENT™ COMMERCIAL WARRANTY

Terms of Warranty

X Equipment provides a commercial warranty, effective from the date of purchase, exclusively for the original owner. This warranty covers both home and commercial use for up to 37.5 hours per week and supports a maximum user weight of 150kg. X Equipment will repair or replace any mechanical component that malfunctions due to defects in materials and/or workmanship during the warranty period, subject to the conditions outlined below.

Please note that this warranty does not cover normal wear and tear, damage resulting from negligence, misuse, abuse, modifications, or unauthorized repairs. It also excludes superficial scratches, upholstery tears, indentations, and rust. To prevent rust, store the equipment in a clean, dry environment. If used in coastal areas, regularly wipe down the equipment to minimize exposure to sea air. In case of a repair or replacement, the product may need to be sent to our facility for inspection before a replacement is dispatched. Parts repaired or replaced under this warranty will be covered for the remainder of the original warranty period. However, shipping costs, customs clearance fees (if applicable), and installation expenses are not covered under this warranty.

This warranty will be considered void if the safety, maintenance, and usage instructions provided in the manuals are not followed, or if the equipment is used for purposes other than recognized Pilates exercises. Additionally, it will not apply if the equipment has been subjected to accidents, abuse, improper servicing, or unauthorized modifications.

Warranty Duration

1) Metal & Aluminum Frames and Welded Components

10-Year Warranty

2) Wooden Frames & Spring Bar Mechanisms

5-Year Warranty Wooden frames must not be placed near heat sources like radiators or air conditioning units.

3) Foot Bar Mechanisms

3-Year Warranty

4) Other Non-Wear-and-Tear Components

2-Year Warranty

5) Ropes, Straps, Clips, Handles & Wheels

1-Year Warranty

6) Springs

Studios with up to 5 Reformers: 2 years / 3,000 hours of use (whichever comes first).

Studios with 6 or more Reformers: 1 year / 3,000 hours (whichever comes first).

This ensures optimal safety and performance based on studio size and supervision levels.

7) Upholstery

90-Day Warranty

Upholstery fabric will be replaced if it fails under normal use within 90 days of delivery.

Cuts, scratches, burns, stains, and damages caused by jewelry, improper clothing, or harsh cleaning products are not covered. Upholstery must be properly maintained—do not use chemical sprays or industrial cleaners.

Warranty Return Procedure

Customers must contact X Equipment or an authorized distributor for approval before returning equipment under warranty. The customer is responsible for: The cost of returning products to X Equipment (or its distributor) for warranty evaluation. Any damage or loss during shipment back to X Equipment. Return freight costs if the warranty claim is declined. Returns without a pre-approved authorization number will not be accepted. The authorization number must be clearly marked on the package. For more details, visit [xequipments.com>Returns & Warranty Page].

Limitation of Liability

This warranty is exclusive and replaces all other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose. X Equipment and its distributors are not liable for incidental, consequential, or punitive damages.

Further Information

Contact details:

Email:

For more information about X Equipments please visit: