



Warranty Certificate

BASI Systems Pilates equipment is built for professionals by professionals and your 100% satisfaction is our number one priority. We will do all we can to solve any unlikely problems that may arise. In short, we are here for you!

We offer the following limited warranty. It is our only warranty and voids all other warranties, either expressed or implied. This warranty becomes effective on the invoice date of the original purchase and extends to the time limits expressed in this document. Any parts that are repaired or replaced under this warranty agreement will follow the original warranty period.

We guarantee that our products will be free from defects in material or workmanship for the duration of the warranty period. If you have a defected product that you believe is covered in this warranty, it is important to follow the proper return procedure.

Defective parts that conform to the warranty guidelines will be repaired, replaced, or refunded at the sole discretion of BASI Systems in accordance with the following:

- The repair or replacement is due to a manufacturing or materials defect.
- The part has been used only for the intended purpose, and the safety, usage, and maintenance guidelines have been followed.
- The defect is not due to wear and tear, scratches, tears or stains to fabric, misuse, unauthorised modifications, unauthorised repair or failure to comply with instructions.
- The defect is not due to exposure to cosmetic oils or chemicals, harsh chemicals, bleach, exposure to industrial fallout, chemical fallout, tree sap, sand, mud, salt or abrasive natural or chemical causes.
- The defect is not due to submergence of a part in water, indoor flooding or fire damage.
- The part is owned by the original retail purchaser, and proof of purchase is demonstrated. The warranty is not transferable.
- The claim is made within the proper warranty period.

Ten Year Warranty

Offered for the frame and structural components for barrels (Ladder Barrel, Spine Corrector), chairs (Wunda Chair, F2 Chair), wall system products (Wall Unit, Wall Tower, Ped-A-Pul) and Reformer gearbar and footbar mechanisms.

Two Year Warranty

Offered for springs and mechanical components.

Ninety Day Warranty

Offered for upholstered parts, ropes, straps, and loops. This does not cover wear-and-tear, stains, indentations, scratches or defects arising from abuse or use of harsh chemical cleansers. If the identical fabric is unavailable, an equivalent will be provided.

Limitation of Liability

This is our exclusive warranty and voids all other warranties either expressed or implied. BASI Systems is in no way liable for incidental, consequential or punitive damages.

Contact Us!

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