



CAROL Bike Limited Warranty

Integrated Health Partners Limited (IHP) extends the following Limited Warranty, which applies only to indoor use of the CAROL Bike. Any other use of the CAROL Bike shall void this Limited Warranty. During the applicable Limited Warranty periods described below, the covered components of the CAROL Bike will be free of defects or malfunctions during normal use. Certain exclusions apply, as further described in this Limited Warranty.

The Limited Warranty applies for the following components of the CAROL Bike only, for the time period indicated. The Limited Warranty applies only against defects discovered within the applicable Limited Warranty period and only so long as the CAROL Bike remains in the possession of the original purchaser, or for gifted CAROL Bikes, the owner of the original Subscription attached to that CAROL Bike.

Frame

5 YEARS

IHP warrants the frame (excluding bike components attached to the structural frame as listed below) against defects in workmanship and materials for a period of 5 years from the date of original delivery.

Bike Components

1 YEAR

IHP warrants the components and all original parts of the CAROL Bike, other than pedals & saddle, including but not limited to its touchscreen, electronics, cables, flywheel, belt, pulleys, bearings, crankshaft, brake resistance, seat post, handlebars, lock levers, bottle holder, side covers against defects in workmanship and materials for a period of 1 year from the date of the original delivery.

Bike Pedals & Saddle

1 YEAR

IHP warrants the components and all original parts of the original pedals & saddle that come with the CAROL Bike against defects in workmanship and materials for a period of 1 year from the date of original delivery. Bike pedals & saddle are not warranted against normal wear and tear and it is important that you maintain the pedals by inspecting the pedals regularly for any damage, loose parts or other signs of wear and tear that could cause breakdowns or part failures. Any pedal that shows signs of worn or damaged parts should be removed from service immediately. Please refer to CAROL's user guide on maintaining your bike, available on CAROL's website.

Labour

1 YEAR

For CAROL Bikes originally assembled by an authorised CAROL technician, CAROL will cover the labour cost for the repair or replacement made under this Limited Warranty for a period of 1 year from the date of original delivery. Except where applicable law requires otherwise, repair labour is not covered for locations where CAROL's team did not originally assemble the CAROL Bike or if the CAROL Bike is moved to a location that is outside of CAROL's service area.

Exclusions & Limitations

Who is covered?

The original owner of the CAROL Bike is covered. The CAROL Bike must remain in the possession of the original purchaser, or for gifted CAROL Bikes, the owner of the original Subscription attached to that CAROL Bike. This limited warranty is not transferable.

What is covered?

- If a defect arises in the CAROL Bike or a warranted component within the applicable Limited Warranty period, the purchaser's sole and exclusive remedy is for IHP to, at IHP's discretion to the extent permitted by law, either replace or repair the defective or malfunctioning CAROL Bike or component with the same or a comparable model.
- Any replacement or repaired component shall be warranted for the remainder of the original Limited Warranty period or 30 days, whichever is longer, or for any additional period that is required by applicable law.



What is NOT covered?

- Any other CAROL products or services, non-CAROL products or labour, units that are, or that IHP reasonably believes to be, stolen, counterfeit, or purchased from an unauthorised distributor or reseller and units missing serial numbers.
- Software, even if sold with or embedded in the CAROL Bike, or Internet connectivity. IHP does not warrant that the operation of the CAROL Bike will be uninterrupted or error-free.
- Damage or equipment failure due to normal wear and tear, improper or negligent assembly, maintenance, installation, relocation, or repair (other than that caused by a CAROL authorised service technician), use of the CAROL Bike with parts or accessories from third parties, or with parts or accessories not originally intended for or compatible with the CAROL Bike, or any use contrary to the instructions in the CAROL user guide.
- Damage or equipment failure due to accident, abuse, improper or abnormal use, neglect, corrosion, discolouration 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, electrical wiring, power reduction, power fluctuation or power failure from whatever cause, unusual atmospheric conditions, collision, introduction of foreign objects, or modifications that are unauthorised or not recommended by CAROL.
- Incidental or consequential damages. IHP is not responsible or liable for indirect, special, incidental or consequential damages, economic loss, loss of property or profits, loss of enjoyment or use, or other consequential damages of any nature whatsoever in connection with the purchase, use, repair or maintenance of equipment or parts. IHP does not provide monetary or other compensation for any such repairs or replacement parts costs, including but not limited to gym membership fees, work time lost, cost of substitute equipment, diagnostic visits, maintenance visits or transportation.
- Equipment used for commercial purposes or for any use other than a single family or household.
- Any attempt to move or repair fitness equipment creates a risk of injury and property damage. IHP is not responsible or liable for any damage or injury incurred during, or as a result of, any move, repair or attempted repair of equipment by anyone other than a CAROL authorised service technician. All moves or repairs attempted by you or your agents are undertaken AT YOUR OWN RISK and IHP will have no liability for any injury to persons or property arising from such attempted moves or repairs. In addition, labour may no longer be covered if you move outside of CAROL's service area.
- Where permitted by law, replacement units, parts and electronic components reconditioned to as-new condition by CAROL or its vendors may sometimes be supplied as warranty replacement and constitute fulfilment of warranty terms.



THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY IHP AND SUPERSEDES ANY PRIOR, CONTRARY OR ADDITIONAL REPRESENTATIONS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY STATUTORY WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED EXCEPT TO THE EXTENT PROHIBITED BY LAW. IN SUCH EVENT, SUCH WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY PERIODS SET FORTH ABOVE. THIS EXCLUSION APPLIES EVEN IF THIS WARRANTY FAILS OF ITS ESSENTIAL PURPOSES AND REGARDLESS OF WHETHER DAMAGES ARE SOUGHT FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR STRICT LIABILITY IN TORT OR UNDER ANY OTHER LEGAL THEORY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS, WHICH VARY FROM COUNTRY TO COUNTRY.

How do I obtain warranty service?

To be eligible for service under this limited warranty you must provide IHP with the serial number of your CAROL Bike and the dated receipt, or other proof of purchase indicating the date purchased, upon discovering any nonconformity or defect. Contact member support if you believe you need service:

UK/EU/INTERNATIONAL: +44 20 3808 5137 , USA: +1 646 809 7241

or E-MAIL: carol@carolbike.com

Claims must be made within the specified warranty period.

What if I have questions or concerns?

You may direct any questions or concerns to member support:

UK/EU/INTERNATIONAL: +44 20 3808 5137 , USA: +1 646 809 7241

or E-MAIL: carol@carolbike.com

Attention: Limited Warranty Claims

Any disputes between you and IHP related to this limited warranty or the CAROL Bike will be governed by the then- current dispute resolution procedures in IHP's Terms of Service, available at carol@carolbike.com

What if I want more coverage?

Extended warranty coverage is available for purchase. Contact carol@carolbike.com for more details.

