WARRANTY · VERSION 2.3 · EFFECTIVE 1 NOVEMBER 2026

BENCH FITNESS WARRANTY

Bench designs and builds commercial strength equipment for gyms that expect their equipment to perform. The Bench Fitness Warranty is our written commitment that what we build, and what we supply, will do that — in full commercial use, for the periods set out below.

BENCH BUILT WARRANTY · STRENGTH EQUIPMENT

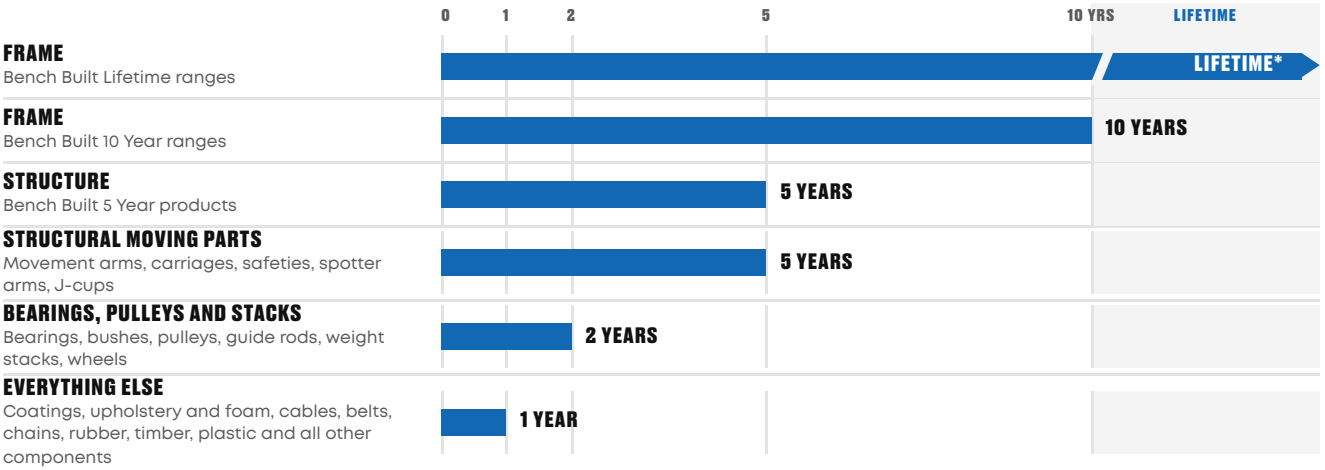
HOW LONG IT'S COVERED

Against defects in materials and workmanship, in full commercial use. Commercial use never shortens a period.

BENCH BUILT LIFETIME
EXCEED V2 · ASPIRE

BENCH BUILT 10 YEAR
CORE V2 STRENGTH · CORE V2 SELECT · CORE V2 RIGS, RACKS AND STORAGE · GLUTE PRO · REVOLVE

BENCH BUILT 5 YEAR
EVERY OTHER PRODUCT WE MAKE



10 YRS
Spare parts supported after a product is discontinued

10 DAYS
Stocked parts dispatched after a claim is accepted (business days)

2 DAYS
Claims acknowledged (business days)

12 MTHS
On-site labour in Thailand on Bench-installed commercial jobs

*Lifetime: for as long as the Owner keeps the equipment in service at the facility it was supplied to. Upholstery is covered for manufacturing defects only. Periods run from delivery. Full terms: benchfitness.com/pages/bench-built-warranty

Bench Built Warranty cover at a glance. The Component Warranty Schedule in Part 1 is the full statement.

This document is the complete statement of the Bench Fitness Warranty. It applies to Bench Fitness branded equipment purchased from Bench Fitness Equipment Co., Ltd. ("Bench") or from an authorised Bench distributor on or after the effective date of this version (shown at the end of this document). Earlier purchases are covered by the warranty in force at the time of purchase, except that Transfer of ownership in this document also applies to them. In this document, the "Owner" is the original purchaser of the equipment, or a new owner the warranty has been transferred to under Transfer of ownership.

It has three parts:

- **PART 1 — BENCH BUILT WARRANTY.** Equipment Bench designs and builds in its own factories: EXCEED V2, ASPIRE, CORE V2, GLUTE PRO, REVOLVE and every other product Bench makes.
- **PART 2 — GENERAL PRODUCT WARRANTY.** Bench Fitness branded barbells, plates, dumbbells, kettlebells, flooring and accessories that Bench supplies but does not make.
- **PART 3 — TERMS FOR BOTH.** Commercial use, what Bench will do, when cover starts, transfer, exclusions, claims and the legal terms.

PART 1 — BENCH BUILT WARRANTY

For equipment Bench designs and builds in its own factories. The frame or structure is covered for the period of its tier below. Every other component is covered for the periods in the Component Warranty Schedule.

WARRANTY TIER	FRAME WARRANTY	RANGES
BENCH BUILT LIFETIME	Lifetime frame warranty	EXCEED V2, ASPIRE
BENCH BUILT 10 YEAR	10 year frame warranty	CORE V2 Strength, CORE V2 Select, CORE V2 rigs, racks and storage, GLUTE PRO, REVOLVE
BENCH BUILT 5 YEAR	5 year structural warranty	Every other product Bench makes, including specialty bars, logs and strongman implements, sleds, steel plyoboxes, platforms, storage, pull-up bars and attachments

BENCH BUILT LIFETIME: Also applies to any other product identified as "Bench Built Lifetime" on its product page, specification sheet or invoice.

BENCH BUILT 10 YEAR: Applies to all products in these ranges, including the CORE benches, storage and attachments sold alongside CORE V2, unless the product is identified as Bench Built Lifetime.

BENCH BUILT 5 YEAR: Applies to every product Bench makes in its own factories that is not in one of the ranges above, including products added after this version and personalised products. It covers the structure: the welded steel body, frame or bar of the product and the welds joining it, against structural failure caused by a defect in materials or workmanship. Sleeves, collars, bearings, coatings, rubber, timber and all other components are covered for the periods in the Component Warranty Schedule. Logs, axles and other implements made to be dropped are covered when dropped onto a lifting platform or rubber flooring; dropping onto concrete, tile or any other hard surface is not covered.

The warranty tier that applies to a product is stated on its product page, specification sheet and invoice. Where a product-level statement and a range-level statement differ, the product-level statement applies. All other components are covered for the periods in the Component Warranty Schedule regardless of tier.

SPARE PARTS BOUGHT SEPARATELY. A rig or rack frame part bought on its own, such as an upright, crossmember or base, carries the frame warranty of its range: a REVOLVE or CORE V2 upright or crossmember is covered by the 10 year frame warranty. Every other spare part is covered for the period of that component in the Component Warranty Schedule.

WHAT "LIFETIME" MEANS

A Bench Built Lifetime frame warranty covers the frame for as long as the Owner keeps the equipment in service at the facility it was supplied to, or at a facility it has been relocated to with Bench's written agreement. For equipment bought for home use, the facility is that home. It ends when the equipment is scrapped or permanently withdrawn from service, or when it changes hands without a warranty transfer under Transfer of ownership.

Bench designs Lifetime-tier frames for a service life in excess of 15 years of full commercial use. Frames are heavy-section structural steel, welded and finished in our own factory in Rayong, and we back them for their working life because a frame built correctly does not wear out.

Lifetime means the life of the frame in your facility. It is not a statement that any component will last forever, and it does not extend the periods that apply to movement arms, bearings, upholstery or any other component listed in the Component Warranty Schedule.

WHAT "FRAME" MEANS

Frame means the primary welded steel structure of the product: the base, uprights, main supports and fixed structural members that are permanently welded together and support the product on the floor, including the welds joining them. The frame warranty covers structural failure of these members or welds caused by a defect in materials or workmanship.

THE FRAME DOES NOT INCLUDE

- Movement arms, lever arms, carriages, pivots and pivot hardware
- Safeties, spotter arms, J-cups, pull-up bars, plate storage pegs and any bolt-on or removable attachment
- Seat and back pad frames, adjusters and locking pins
- Weight stacks, guide rods, pulleys, cables, belts, chains, bearings and bushes
- Footplates, handles, grips and foot rollers
- Fasteners, hardware and fixings
- Coatings and finishes
- Upholstery, foam, plastic, rubber and timber components

These components are covered for the periods in the Component Warranty Schedule.

IN PRACTICE

- On a REVOLVE rack or rig, the uprights and crossmembers are frame. The safeties, spotter arms, J-cups and attachments are not.
- On an EXCEED V2 machine, the welded chassis is frame. The arm you load plates onto is a structural moving part.
- On a CORE V2 Select machine, the welded main frame is frame. The weight stack, guide rods and carriage are not.

- On a log, trap bar or sled, the welded bar, handles and body are the structure. The sleeves, collars, runners and finish are not.

COMPONENT WARRANTY SCHEDULE — BENCH BUILT EQUIPMENT

Applies to all Bench Built equipment: EXCEED V2, ASPIRE, CORE V2 Strength, CORE V2 Select, CORE V2 rigs, racks and storage (including the CORE benches, storage and attachments sold alongside them), GLUTE PRO, REVOLVE and every Bench Built 5 Year product. Periods run from the date of delivery.

COMPONENT	WARRANTY PERIOD
Frame (as defined above), or the structure of a Bench Built 5 Year product	Lifetime (Bench Built Lifetime), 10 years (Bench Built 10 Year) or 5 years (Bench Built 5 Year)
Structural moving parts — welded movement arms, lever arms, carriages, safeties, spotter arms, J-cups (defects only; see Safety devices)	5 years
Bearings, bushes, pulleys, guide rods, weight stacks, wheels	2 years
Coatings and finishes (powder coat, plating, zinc)	1 year
Upholstery and foam — manufacturing defects only (seam or stitching failure, vinyl delamination, foam collapse). Cuts, tears, punctures, abrasion and sweat or chemical damage are not defects.	1 year
Cables, belts and chains	1 year
Rubber components — handles, grips, base feet, stoppers	1 year
Timber components — seat bases, platforms and platform inserts	1 year
Plastic components	1 year
Any other component without its own row in this Schedule (for example pivots and pivot hardware, pull-up bars, plate storage pegs, attachments, pad frames, adjusters, locking pins, footplates, foot rollers and fasteners)	1 year

PART 2 — GENERAL PRODUCT WARRANTY

For Bench Fitness branded barbells, plates, dumbbells, kettlebells, flooring and accessories that Bench supplies but does not make. Each product is covered for the period below, from the date of delivery.

PRODUCT	WARRANTY PERIOD
Olympic barbells — shaft, against permanent bend or fracture under rated load	5 years
Urethane dumbbells	3 years
Fixed barbells and fixed EZ barbells	3 years
Urethane plates	3 years
Kettlebells	2 years

PRODUCT	WARRANTY PERIOD
Gym flooring and turf	2 years
Bumper plates 10–25 kg	1 year
Change plates	1 year
Cast iron plates	1 year
Rubber hex dumbbells	1 year
Olympic barbells — sleeves, bearings, bushes, end caps and finish	1 year
Olympic EZ curl bars	1 year
Barbell collars (plastic)	1 year
Battle ropes and climbing ropes	6 months
Dead balls and slam balls	3 months
Bumper plates 5 kg	3 months
Bands	3 months
Calibrated plates, pro-style dumbbells and any other Bench branded product not listed. Products Bench makes itself are covered by the Bench Built Warranty (Part 1).	1 year

Urethane dumbbells, fixed barbells and urethane plates: covered against cracking, splitting or separation of the urethane from the steel core, and loosening of fixed heads, under normal use. Dropping from height onto a hard surface, dropping onto the edge, throwing, and chemical or solvent damage are not covered. Surface scuffing and marking is normal use.

Bumper plates and dumbbells: dropping on concrete, tile or any hard surface, dropping onto the plate edge, and insert loosening caused by repeated drops on uneven surfaces are not covered. Plates are designed to be dropped on a platform or rubber flooring with a loaded bar, not thrown or dropped empty.

Flooring and turf: minor dimensional change, odour, colour variation between batches, surface wear in high-traffic lanes, and problems caused by an unprepared, uneven or damp subfloor are not covered.

NON-BENCH BRANDED PRODUCTS

Products that are not Bench Fitness branded are covered by the original manufacturer's warranty, which Bench will help you access. They are not covered by this warranty. This includes all cardio equipment supplied by Bench, which carries the manufacturer's own warranty.

PART 3 — TERMS FOR BOTH

The terms in this part apply to the Bench Built Warranty and the General Product Warranty alike.

COMMERCIAL USE

This warranty is written for full commercial use. Equipment in a 24-hour gym, a chain, a hotel, a military base or a sports organisation is exactly what it is designed for, and commercial use does not reduce any period in this document.

The equipment must be installed indoors in a dry, climate-controlled environment and used within its rated load and for its intended exercise. Outdoor, poolside, coastal, marine, unconditioned or high-humidity environments accelerate corrosion and are excluded from coating and frame cover unless agreed in writing before supply.

Cover is conditional on the equipment being assembled, installed, anchored and maintained in accordance with Bench's published assembly instructions, rated loads and maintenance schedule for that product. REVOLVE rigs and racks must be anchored to the floor as instructed. Equipment must be installed level on a suitable floor.

Custom builds, custom colours and custom branding carry the same warranty as the range they are based on. Equipment purchased for home use carries the same warranty as commercial use.

SAFETY DEVICES. Safeties, spotter arms, J-cups and similar catches are designed to arrest a failed lift within the product's rated load by absorbing the energy of the drop. Permanent deformation after catching a dropped or failed lift is the component doing its job and is not a defect. After any significant catch the safety must be inspected; a bent or deformed safety must be withdrawn from use and replaced. Bench supplies replacement safeties and spotter arms to the Owner at Bench's ex-factory cost price, freight and duties extra, for as long as the rack is in service with the Owner. Within their warranty period, safeties and catches are covered for defects in materials and welds, including fracture, weld failure, and bending under a static load within the product's rated load.

WHAT BENCH WILL DO

If a covered component fails because of a defect in materials or workmanship within its warranty period, Bench will, at its option, repair the component, supply a replacement component, or replace the product. Where the original component or product is no longer in production, Bench will supply the closest current equivalent. This is the sole remedy under this warranty.

Because we build the equipment, Bench-made replacement parts are produced in our own factory to the same drawings as the original. Bench commits to supporting spare parts for a minimum of 10 years after a product is discontinued.

PARTS DISPATCH

When a claim is accepted, Bench dispatches stocked replacement parts from the factory within 10 business days. Where a part has to be made — a frame, a part in a custom colour, or a part not held in stock — Bench confirms the dispatch date in writing when it accepts the claim.

LABOUR AND FREIGHT

WHERE	WHAT IS INCLUDED
Within Thailand	For commercial installations delivered and installed by Bench, on-site labour for warranty repairs is included for 12 months from delivery. After 12 months, parts are supplied free of charge within the warranty period and labour is charged at Bench's standard service rate, or the part can be fitted by the customer.

WHERE	WHAT IS INCLUDED
International customers	Warranty parts are supplied free of charge within the warranty period. Freight, duties and local labour are the customer's responsibility, except where Bench has agreed otherwise in writing. Where the equipment was supplied through an authorised Bench distributor, the distributor is the first point of contact and will handle the claim with Bench.

WHEN THE WARRANTY STARTS

All periods run from the date the equipment is delivered to the original purchaser. Where delivery cannot be established, the invoice date applies. For equipment supplied through a distributor or held as stock before sale, the warranty starts on delivery to the end customer but no later than 12 months after the equipment leaves Bench's factory.

Inspect equipment on delivery. Transit damage must be noted on the delivery record and reported to Bench or your distributor within 48 hours with photographs; it is handled under the shipping terms, not this warranty. Damage reported after this period is treated as having occurred after delivery.

Every Bench strength product carries a serial number. Keep your invoice and serial numbers; both are required for a claim.

TRANSFER OF OWNERSHIP

This warranty is made to the original purchaser. When a facility changes hands — a gym is sold, or a chain or operator takes it over — the warranty can transfer to the new owner by written agreement with Bench. This also applies to equipment bought before this version took effect.

- The seller or the new owner applies in writing to support@benchfitness.com before the change of ownership completes, or within 60 days after it, with the product serial numbers, the facility address, and the original invoice or the original purchaser's name.
- While Bench considers an application made in time, the warranty is held, not lost. If no application is made within 60 days of the change of ownership, the warranty ends.
- The equipment stays at the facility it was supplied to, or at a facility it has been relocated to with Bench's written agreement.
- Bench may ask to inspect the equipment before agreeing, on site or by photographs and video. Bench may decline a transfer where the equipment is damaged, has been modified, or has not been maintained as required, and will give its reasons in writing.
- A transferred warranty continues from the original delivery date. It does not restart, and each period runs as it would have for the original purchaser. A Lifetime frame warranty continues for as long as the new Owner keeps the equipment in service at that facility.
- The transfer takes effect when Bench confirms it in writing. A transferred warranty can transfer again on the same terms.

EXCLUSIONS AND LIMITATIONS

Unless otherwise provided in a written agreement between Bench and the Owner, the warranties in this document are the only express warranties applicable to the equipment listed, and the Owner waives any other implied warranty, whether of fitness for purpose or otherwise. This warranty does not cover:

- Normal wear and tear. Cables, belts, chains, coatings, upholstery, grips, plastic and rubber components are covered for defects within their stated period, not for wear from regular use, and

not for cuts, scuffs, fading or cosmetic marks.

- Upholstery damage that is not a manufacturing defect: cuts, tears and punctures (including from belts, buckles, keys, weight plates and footwear), abrasion, cracking or discolouration from sweat, sunlight or cleaning chemicals, and damage from cleaning methods other than those Bench recommends. Upholstery is covered for seam failure, stitching failure, vinyl delamination and foam collapse within the first year.
- Minor cosmetic marks, weld appearance, nicks or variations that are a normal part of hand-building strength equipment.
- Deformation of safeties, spotter arms or J-cups caused by catching a dropped or failed lift, and deformation of uprights caused by a catch above the product's rated load or by a loaded bar dropped from height onto the safeties. See Safety devices.
- Coating wear on contact surfaces — J-cups, safeties, spotter arms, plate horns, weight pegs, bar holders and any surface a barbell, plate or pin regularly contacts. Chipping and marking here is normal use, not a coating defect.
- Damage from improper assembly or installation (other than by Bench), inadequate maintenance, neglect, accident, misuse, overloading beyond rated load, dropping loaded equipment, or use for an exercise the product is not designed for.
- Corrosion or coating failure caused by the environment: outdoor, poolside, coastal, unconditioned or high-humidity installations, chemical cleaners, or sweat left on surfaces without routine cleaning.
- Equipment that has been modified, or fitted with parts or attachments not manufactured or supplied by Bench.
- Equipment relocated from the facility it was supplied to without Bench's written agreement, or damaged during a relocation not carried out by Bench.
- Items sold as clearance, ex-showroom stock, ex-demonstration equipment, prototypes, and used, second-hand or ex-competition equipment, unless a warranty is stated on the listing or invoice or has been transferred under Transfer of ownership. Commercial pricing, volume discounts and negotiated project pricing do not reduce the warranty in any way.
- Consequential loss. Bench is not liable, under this warranty or otherwise, for any indirect, incidental, special or consequential loss, damage or expense, including loss of revenue or membership, or injury to persons or property, to the fullest extent permitted by law.

WHAT VOIDS THE WARRANTY

- Purchase from an unauthorised source, including unauthorised resellers, online marketplaces, private sellers or facilities. The warranty applies only to equipment purchased from Bench or an authorised Bench distributor and fully paid for. A facility sale transferred in writing under Transfer of ownership is not an unauthorised purchase.
- Removal or alteration of Bench branding or product serial numbers.
- Structural modification, including cutting, drilling or welding to the frame or structural moving parts.
- A change of ownership with no transfer under Transfer of ownership — where no application is made within 60 days, or Bench declines it.

HOW TO MAKE A CLAIM

Notify Bench in writing as soon as the issue is noticed and within the warranty period, at support@benchfitness.com (or through your authorised Bench distributor). Please include:

- The product name and serial number

- The Owner's name, facility, address, email and phone number
- The original installation location, the current location, and any relocations
- The date the issue was first noticed
- A clear description of the failure, including when and how it occurred
- Photographs (and video where useful) of the issue from all relevant angles

Bench will acknowledge the claim within two business days and may ask further questions, which the Owner should answer promptly and accurately in writing. Bench may request the return of the failed component for inspection. A claim is accepted, and the remedy agreed, in writing. Once a claim is accepted, stocked parts are dispatched within 10 business days (see Parts dispatch).

LEGAL TERMS

This document sets out all of the terms and conditions of the Bench Fitness limited express warranty. No agent, sales representative or other representative of Bench has authority to make any statement, representation or warranty, oral or written, in addition to or in elaboration of this document. This document is the sole warranty attached to the covered equipment, and all prior discussions and agreements as to warranties are merged in it. This warranty may not be changed except in writing signed by Bench.

Agreements, approvals and confirmations in writing under this warranty are valid only when issued from support@benchfitness.com or signed by an authorised officer of Bench.

Although every commercially reasonable effort will be made to resolve issues under warranty, if an agreed resolution is not forthcoming, the Owner's sole procedural remedy is arbitration as described below, and the Owner waives all rights to bring a claim in any court or other forum in any jurisdiction.

All claims or disputes under this document will be arbitrated in Thailand under the jurisdiction of the Thai Arbitration Institute, 5th Floor, Criminal Court Building, Ratchadapisek Road, Chatuchak, Bangkok 10900 ("TAI"). The place of arbitration will be Pattaya. The language of the arbitration, all documents and all correspondence will be English, and the arbitrator must be fluent in English. Any award will be accompanied by a written opinion citing the law and facts. Unless the parties agree otherwise in writing:

- The number of arbitrators will be one.
- The parties may offer evidence orally, in writing and in documents, and may make their arguments orally.
- The arbitrator may not appoint experts unless both parties agree in writing.
- The fees of the TAI and the compensation and permitted expenses of the arbitrator will be shared equally by the parties. If one party pays in full, the other will promptly reimburse 50%.
- If the parties agree in writing to three arbitrators, each party pays the arbitrator it selects and the third is shared equally.
- Each party pays its own expenses and those of its counsel, consultants and witnesses.
- Except as provided here, the Thai Arbitration Act B.E. 2545 and the rules of the TAI apply.
- The governing law of this warranty and of the arbitration is the law of the Kingdom of Thailand, excluding its choice-of-law rules.

Questions about this warranty: support@benchfitness.com — Monday to Friday, 8am to 5pm (Bangkok time). Bench Fitness Equipment Co., Ltd., Rayong, Thailand.

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