
Warranty & Installation Service Reimbursement Agreement

Qualifications

1. Bike must be under Interactive Fitness Holdings (IFH) warranty or service contract. Expresso warranty does not apply.
2. Warranty service must be pre-approved by IFH Technical Support (888-528-8589 x2).
3. Installations and service on the bikes should not take any longer the one hour per bike. If one hour is exceeded then IFH Technical support (888-528-8589 x2) must be contacted before any further work is done.
4. Warranty service must be performed by a dealer or service provider with a valid signed contract with IFH.

Labor Reimbursement Rates

1. Approved warranty service labor is reimbursed at a rate of \$40.00 per ½ hour.
2. Approved installation service labor is reimbursed at a rate of \$70.00 per bike.
3. Travel is reimbursed at a flat rate of \$45.00 per service call.
4. Any reimbursement beyond these rates must be pre-approved by IFH Technical Support (888-528-8589 x2).

Reimbursement Process

1. Following completion of the repair or installation, the Warranty Claim form and your invoice needs to be submitted to IFH for payment by one of the following methods.

Mail: Interactive Fitness Holdings, LLC
522 Mercury Drive
Sunnyvale, CA 94085
Accounts Payable

Email: accounts_payable@ifholdings.com

Fax: 408-735-7543

Warranty Part Reimbursement

1. IFH will ship any warranty parts required for service using FEDEX Ground at no charge to the dealer, service provider or the customer. IFH will accommodate an upgraded delivery service only if the requestor (the dealer, service provider or the customer) agrees to pay for the upgraded delivery service.
2. IFH will replace any parts for warranty used from inventory of the dealer or service provider, at no charge to the dealer or service provider.
3. The defective part must be returned within 14 days or there will be a charge for the full amount of part.

Terms

1. This policy is effective December 1, 2009.
2. Claims must be submitted within 30 days of completion of the service work to receive reimbursement for labor and parts.
3. Claim reimbursement forms must be fully completed to receive reimbursement for labor and parts.
4. Claims will be periodically audited. Falsified claims will result in immediate termination of this agreement.
5. This policy is subject to change. Any changes will be submitted in writing to current participants.

I have read and understand the Warranty Service Labor Reimbursement Policy. The policy has been explained by either my IFH Sales Representative and/or the corporate IFH Service Representative. I understand that failure to adhere to the terms of this policy will result in immediate termination of this agreement.

Signature

Company

Print name

City/State/Zip