

## **UNAUTHORIZED DEALERS**

Unfortunately, there are people and businesses selling purportedly Life Fitness equipment illegitimately. By doing so, they are misrepresenting our company, the Life Fitness brand and misleading you, the customer, by claiming they are something that they are not. These unauthorized dealers are counter to Life Fitness' best interests. They are certainly not concerned about you, the customer, and your best interests.

These unauthorized dealers do not have the training and certification to install and service the Life Fitness equipment that they are selling to you. They somehow acquire Life Fitness equipment by any means necessary and then resell it (sometimes at a "too good to be true price"). What they are selling can be a discontinued model, a used model, and/or a current model with the serial number removed or scratched off.

Please be aware that all Life Fitness products have unique serial numbers, and Life Fitness records who purchases each of its units. Units without serial numbers are illegitimate.

If you purchase your equipment from one of these dealers, and have any service issues, be aware that your warranty will be provided by whoever sold you the unit, not by Life Fitness. Additionally, you will have not any recourse whatsoever if something goes wrong with your transaction. Often, settling disputes, getting refunds, or resolving installation issues can become time-consuming and costly. Also, it can become nearly impossible when attempting to work with an unauthorized dealer who has "no face," no storefront, and no backing from the manufacturer.

We do our best to weed out those retailers who are unauthorized to sell Life Fitness equipment. Here is a list of some of those unauthorized Life Fitness dealers we urge you ***NOT*** to purchase from:

Wisthoff's (Fitness Warehouse)  
One Shot Fitness  
Fitness Beast  
Fitness Superstore (Concord, CA)  
Big Fitness  
Fitness Blowout/Fitness Superstore (CA)

If you have questions about whether a dealer's claims are true or whether they have a contract with Life Fitness to be labeled an authorized dealer or whether warranty from Life Fitness will be available for a specific serial number, please call us at 800 527 6063 or email us at [consumerproducts@lifefitness.com](mailto:consumerproducts@lifefitness.com).