STEALTH EQUIPMENT

PRODUCT FAQS · 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT

CUSTOMER GUIDE

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT

Q How do you decide whether something is covered?

We assess whether the issue is:

- A manufacturing fault: covered
- Damage on arrival: handled as a delivery issue
- Normal wear, such as scuffs, worn feet, wheels or upholstery
- Accidental damage or misuse, such as drops, impacts or overloading

We may need photographs, a video or a workshop inspection before confirming.

Q Is cosmetic damage covered by the warranty?

Yes, cosmetic damage present when the product arrives is covered. This does not apply to Outlet products or other items sold without a warranty.

Cosmetic marking caused by normal use is not covered.

Q Are adjustable dumbbells designed to be dropped?

No. Always place them down under control. Dropping can damage the handle, selector, plates and base, and impact damage is not treated as a manufacturing fault.

Q What can affect a warranty assessment?

- Incorrect assembly or overtightened fixings
- Forcing a jammed selector
- Mixing incompatible generations
- Damp or outdoor storage
- Drilling, gluing or dismantling internal mechanisms
- Continuing to use equipment after a fault appears

Q Should I repair the product before reporting it?

No. Photograph and report it first. Repairing it can remove evidence of the original cause. Keep any broken parts.

SECTION 08

WEAR, ACCIDENTAL DAMAGE & WARRANTY ASSESSMENT (CONT.)

Q Why might my product need to come back to the workshop?

Some faults, especially recurring or internal selector problems, cannot be confirmed from photographs. Being asked to return it does not mean the claim has been accepted or rejected.

Q What happens after the assessment?

If it is a manufacturing fault, we will repair or replace the affected part or product. If it is wear or accidental damage, we will offer the available paid parts or repair options.

Q Does the warranty affect my statutory rights?

No. It works alongside your statutory rights and does not limit them.

CONTACT SUPPORT

Need help? Contact us through the Assassin Goods Help Centre.

Search for your question, or start a new message. Messages keeps your conversation, order number, photographs and replies together in one thread, so you never need to explain the same problem twice.

HELP CENTRE	**assassingoods.com/pages/help-center**
PHONE	**01768 631630**
HOURS	**9am – 5pm, Monday to Friday**
RESPONSE	**Within one working day**
BASED	**Penrith, Cumbria**

When to contact us

- Your equipment feels unsafe, does not lock correctly or shows structural damage (stop using it first)
- A selector or handle problem remains after checking the plate arrangement
- Your order arrives damaged, incomplete or delayed
- You need a replacement part or are unsure which component you need
- You want to check compatibility before ordering an upgrade
- You need to start a return or warranty claim

What to include

1. Your order number
2. Product name, edition and maximum weight
3. A clear description of the issue and when it started
4. Photographs of the complete product and the affected part
5. A short video if the issue involves movement, noise or adjustment