



BOSU® WARRANTY CLAIM PROCEDURES

1) Claim: Dome separating from the base

Solution: Issue Customer a Replacement Rim Kit

- Obtain Proof/Date of Purchase, and Serial Number from customer. Serial Number can be found on the bottom of the base on a white sticker on the recessed handle.
- Issue Customer **Replacement Rim Kit**
- Fill out the BOSU® Warranty Request Form in its entirety and fax to Twist Conditioning Inc. (TCI) so TCI can replenish your warranty parts stock accordingly.

2) Claim: Dome does not hold air

Solution: Issue Customer a Replacement Bladder

- Obtain Proof/Date of Purchase, and Serial Number from customer. Serial Number can be found on the bottom of the base on a white sticker on the recessed handle.
- Issue Customer **Replacement Bladder**
- Fill out the BOSU® Warranty Request Form in its entirety and fax to Twist Conditioning Inc. (TCI) so TCI can replenish your warranty parts stock accordingly.

3) Claim: Rubber "Feet" have come off of base of BOSU®

Solution: Replace Rubber Feet

- Issue Customer **Replacement Feet (6 per BOSU®)**
- **This is NOT a warranty claim and does not warrant a replacement unit/credit**

4) Claim: Plastic Rim had Cracked

Solution: Contact Twist Conditioning

- Warranty Does not cover damage to BOSU® as a result of impact or improper use
- TCI will look at each case individually
 - if damage is from contact, then customer can PURCHASE a Replacement Rim Kit
 - If does not appear to have been damaged by contact then.....

Solution: Issue Customer a Replacement Rim Kit

- Obtain Proof/Date of Purchase, and Serial Number from customer. Serial Number can be found on the bottom of the base on a white sticker on the recessed handle.
- Issue Customer **Replacement Rim Kit**
- Fill out the BOSU® Warranty Request Form in its entirety and fax to Twist Conditioning Inc. (TCI) so TCI can replenish your warranty parts stock accordingly.

5) Claim: Plastic Base had Cracked

Solution: Contact Twist Conditioning

- Rare Warranty Claim
- Warranty Does not cover damage to BOSU® as a result of impact or improper use
- TCI will look at each case individually
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6) Claim: Puncture found in BOSU

Solution: Contact Twist Conditioning

- Rare Warranty Claim
- Warranty Does not cover damage to BOSU® as a result of impact or improper use
- TCI will look at each case individually