

Standard 5-Year Limited Warranty Terms and Conditions

This Limited Warranty applies to Assembled Spring Decking manufactured by The American Gym.

What the Warranty Covers

The American Gym warrants this product to be free from defects in material and workmanship, under normal use¹ in appropriate conditions² for a period of five (5) years from the original date of purchase. This warranty only applies to the original purchaser of this product. This warranty does not apply to damage that occurs during transport. Normal freight claim procedures would apply if this has occurred. (Customer must inspect the skid or skids on delivery and mark the receiving document with this damage or suspected/concealed damage noted.)

Responsibility of The American Gym

The American Gym's responsibility under this warranty shall be to replace, at its option and expense³, the plywood boards that compose the double-layer decking system if they break or significantly warp beyond remedies provided in the instructions. Warpage from any outside circumstance, undue stress or act of God is not covered by this warranty. Breakage from any undue stress, improper installation/deconstruction or act of God is not covered by this warranty.

Claim Procedures

If you have purchased Assembled Spring Decking manufactured by The American Gym, and you believe that your product has experienced warping or breakage; you may be eligible for replacement parts. Please fill out and file a claim by email, you will find the claim on the next page of this document. We will need evidence of any damage you are claiming. Once your claim has been processed, you will be informed of the course of action to remedy the issue.

This warranty is in lieu of any other warranty, expressed or implied, as to merchantability, fitness for a particular purpose or any other matter. This warranty gives you specific legal rights. You may have other rights, which vary from state to state.

¹Normal use constitutes expected activities for a spring floor system used in cheerleading, gymnastics, martial arts and aerobics. The floor may be used for other activities. If you are concerned your activity is not covered under warranty, please reach out to us before your purchase. Your floor is meant to be installed only once. However, if you do choose to move the floor, great care must be taken in separating panels. If panels are broken in the deconstruction of your floor, they will not be covered under this warranty.

²Appropriate conditions constitute using your decking indoors in a dry, climate controlled space. Excessive moisture, heat or cold can damage the floor and is not covered under warranty. Using the floor outside will void your warranty.

³The American Gym reserves the right to review the claim in order to decide fair compensation/course of action. Purchaser is allowed to submit one claim per Assembled Spring Decking. An investigation of your floor may be launched and the purchaser may bear the weight of the shipping charges depending on the outcome of the investigation. Decking that is sold in states outside of the contiguous United States or international countries may be subject to additional shipping charges.

Warranty Claim

Please fill out this form to the best of your ability; it will help ensure your claim is quickly processed. If you are missing pieces of information, please leave blank. **Please send this form via email at info@theamericangym.com with photos of the damage attached. If you need any assistance please call us at 859-881-0018.**

Business Name (if commercial):

Name of Purchaser:

Order Number:

Date Ordered:

Reason for claim (circle): Breakage or Warpage

Type of board (circle): Unsprung (tops) or Sprung (bottoms)

How many boards are damaged?

Please describe the damage.

Please describe any insight as to how damage occurred.

Have you previously filed a claim on this floor? Yes or No

If yes, please provide dates of previous claims:

PLEASE ATTACH PHOTOS OF THE DAMAGE.
We will not be able to process your claim without photos.