

Gym Crash Depot Terms of Service

Last updated: October 12, 2026

1. About These Terms

These Terms of Service govern your use of www.gymcrashdepot.com and purchases from Gym Crash Depot (“we,” “us,” or “our”). Please read these Terms before placing an order.

Our Shipping and Delivery information, Returns & Claims Policy, and Privacy Policy also apply to the matters they address. Product-specific terms and written quotes accepted before purchase may supplement these Terms. Nothing in these Terms limits rights or remedies that cannot legally be waived.

2. Eligibility and Website Use

You must be at least 18 years old, or the age of majority where you live, to place an order. If purchasing for a business or organization, you represent that you have authority to act on its behalf.

You agree to provide accurate information and use our website lawfully. You may not attempt unauthorized access, interfere with website operations, introduce malicious software, or use another person’s payment information without permission.

3. Product Information and Suitability

We aim to provide accurate product descriptions, specifications, images, and availability information. Images may show optional accessories or equipment sold separately; included items are identified in the product description or written quote. Colors may appear differently on different screens.

Before ordering, confirm the product’s dimensions, weight capacity, intended use, electrical requirements, installation requirements, and compatibility with your space and other equipment. Commercial-use eligibility and warranty coverage vary by manufacturer and model.

We will notify you of material changes affecting your order and obtain your agreement before supplying a materially different product.

4. Pricing, Payment, and Taxes

Prices are stated in U.S. dollars unless otherwise indicated. Applicable taxes and shipping or service charges are shown at checkout or in your written quote.

Payment is due according to the terms presented at checkout or in an accepted written agreement. Financing, when available, is subject to the financing provider's approval and separate terms.

Prices and promotions may change for future orders. If a material pricing or listing error affects an order, we will contact you to confirm corrected terms or cancel the affected order and refund the amounts paid for it. We will not charge an increased price without your agreement.

5. Orders and Availability

An automated order confirmation acknowledges receipt of your order; it does not guarantee stock availability or a delivery appointment.

Products may ship from Gym Crash Depot, a manufacturer, or a distribution partner. An order containing multiple products may arrive in separate shipments.

If a product becomes unavailable, we will contact you about available options. We will not substitute a different product without your agreement. If we cannot fulfill an order, we will cancel the affected portion and promptly refund the amounts paid for the unfulfilled portion, including applicable shipping charges.

6. Shipping and Delivery

Shipping methods, costs, service areas, and lead times vary by product, manufacturer, destination, and selected service. Review our [Freight Hub](#) and the shipping terms displayed for your order.

Large equipment generally ships by freight carrier. Unless your order or accepted quote states otherwise, standard freight delivery is curbside or to the nearest location safely accessible to the carrier. Inside delivery, stairs, room-of-choice placement, assembly, installation, and packaging removal require a separately selected or quoted service.

Liftgate delivery lowers a shipment from the truck to the ground; it does not include moving equipment inside or assembling it.

Lead times are provided based on available information. If we cannot ship within the stated shipment timeframe, or within 30 days when no shipment timeframe is stated, we will notify you and offer the option to agree to a revised shipment date or cancel the unshipped merchandise for a prompt refund, as required by applicable law.

7. Delivery Preparation and Additional Services

You are responsible for providing an accurate delivery address, contact information, and relevant site details, including residential or commercial status, dock availability, access restrictions, stairs, elevators, and unloading needs.

Measure doorways, hallways, elevators, and the intended installation area before ordering. Arrange any required access permissions and ensure that the location is ready for the service you purchased.

Customer-requested changes, missed delivery appointments, or undisclosed access conditions may result in additional carrier or service charges, where disclosed in the order terms or separately approved by you. We will explain additional charges before you authorize additional services.

8. Inspection, Damage, and Missing Items

Inspect shipments promptly. Where possible, note visible damage or shortages on the carrier's delivery receipt before signing. Photograph damage and retain packaging, pallets, manuals, and accessories while the issue is reviewed.

Contact us as soon as possible if you receive damaged, incorrect, or incomplete merchandise. For freight damage, please notify us within 48 hours of delivery when possible. Report concealed damage promptly after discovery.

Do not use unsafe equipment or attempt repairs before receiving instructions. We will help coordinate an appropriate resolution with the manufacturer or carrier. Signing a delivery receipt or missing a requested reporting window does not eliminate rights that applicable law protects.

9. Returns, Cancellations, and Refunds

Returns and cancellations are governed by our [Returns & Claims Policy](#) and any product-specific restrictions disclosed before purchase.

Our general return policy requires requests within 30 days of delivery and prior Return Authorization. Eligible items must be unused, unassembled, and returned with their original packaging and included materials. Approved change-of-mind returns generally carry a 15% restocking fee; original shipping charges are not refundable, and customers pay return shipping.

Brand-specific eligibility and restrictions may vary. Custom, made-to-order, special-order, final-sale, assembled, installed, and used items may be ineligible for change-of-mind returns under the disclosed policy.

Contact us promptly to request cancellation. Cancellation may be unavailable after shipment or once a custom or special order has entered fulfillment, subject to your legal rights.

Change-of-mind restrictions and fees do not override remedies required by law for damaged, defective, incorrect, or unshipped merchandise. Required shipment-delay refunds are not subject to restocking fees.

10. Manufacturer Warranties

Manufacturer warranties vary by brand, model, purchaser, and intended use. Review the applicable warranty before purchasing. Coverage may distinguish residential, light commercial, and commercial use.

Warranty claims may require proof of purchase, serial numbers, photographs, maintenance records, or troubleshooting. Parts, labor, travel, freight, and replacement coverage depend on the applicable warranty.

Gym Crash Depot can assist with warranty coordination but does not expand a manufacturer's written warranty unless we expressly provide an additional written warranty. Nothing in these Terms excludes warranties or remedies that applicable law requires.

11. Delivery, Assembly, Installation, and Service Work

Delivery upgrades, assembly, installation, maintenance, and other service work are included only when expressly listed in your order or accepted service quote.

Service availability and scheduling depend on your equipment and location. Services may be performed by Gym Crash Heroes or an independent provider identified in the service arrangement. The accepted quote identifies the work included and applicable charges.

You are responsible for ensuring appropriate structural support, utilities, clearances, and permissions. Electrical work, structural modifications, and other specialty work are included only when expressly stated in the agreed scope.

12. Safe Use and Maintenance

Follow the manufacturer's instructions for assembly, anchoring, operation, supervision, inspection, and maintenance. Observe stated weight limits and intended-use restrictions. Stop using equipment if it appears damaged or unsafe.

Website articles, buying guides, and product descriptions provide general information and do not replace manufacturer instructions or individualized medical advice. We do not guarantee particular fitness, rehabilitation, or wellness outcomes.

13. Website Content and Third-Party Services

Website text, graphics, logos, and other content are owned by Gym Crash Depot or used with permission. Brand names and trademarks belong to their respective owners. You may not reproduce or commercially use protected content without appropriate permission.

Our website may link to third-party websites, payment processors, financing providers, or manufacturer resources. Those services are subject to their own terms. We do not guarantee uninterrupted website availability.

14. Privacy and Communications

Our Privacy Policy explains how we collect and use personal information. We may contact you using the information you provide about your order, shipment, service appointment, or support request. Marketing communications are subject to applicable consent and unsubscribe requirements.

15. Liability and Applicable Law

To the extent permitted by law, Gym Crash Depot is not liable for indirect or consequential losses, such as lost profits or business interruption, arising from website use or purchases.

This limitation does not exclude liability for fraud, gross negligence, willful misconduct, personal injury, or any liability that cannot legally be excluded. Your statutory consumer rights remain unaffected.

These Terms are governed by Kentucky law, subject to applicable federal law and any mandatory consumer protections that apply where you live.

16. Changes and Contact Information

We may update these Terms by posting a revised version with an updated date. Changes apply prospectively and do not retroactively alter an existing order or accepted agreement without your consent.

If a provision is held unenforceable, the remaining provisions continue to apply to the extent permitted by law.

For questions about these Terms or your order, contact:

Gym Crash Depot

Email: sales@gymcrashdepot.com

Phone: 859-209-1246

Location: Lexington, Kentucky

Website: <https://www.gymcrashdepot.com>