



PR Fitness Shipping Policy

When receiving equipment from PR Fitness please ensure you are aware of any special services that have been requested as part of the order. This includes a truck with a lift gate, residential delivery, or a dock to dock delivery. All of our equipment ships curbside but can include special services. When we ship equipment on a truck with a lift gate, it is because the equipment is too heavy to safely remove from the freight truck. If a freight company calls to ask if you will waive the lift gate requirement let them know you will not. The equipment we ship with a lift gate is too heavy to remove from the back of a 53' truck without the risk or injury, do not give the freight company the approval to deliver without a lift gate (they will call and attempt it sometimes, usually with some story of not having a truck with a lift gate), politely refuse their request and have them schedule the delivery on a truck with a lift gate.

Receiving Equipment

1. **Inspection:** Please proceed with an initial inspection of the equipment when it arrives. Any shortages or damage must be indicated clearly on the carriers delivery receipt.
2. Please record any damages to equipment as soon as it arrives with pictures and write a description of the damage on the carriers delivery receipt and have the delivery truck driver sign receipt.
3. Make a copy of the delivery receipt and contact PR Fitness.
4. If any problems arise at the delivery, please ask the delivery driver to wait and contact Rob at (405) 312-2981 or Kay at (405) 607-0022 immediately, we may be able to solve the problem and prevent any issues or re-delivery charges.
5. We have a 14 Day return policy - In the event you are not happy with your purchase, we offer a 14 day satisfaction policy less 25% re-stocking fee, loss of delivery fees and charges for returned or refused shipments. The customer is responsible for the cost to ship the equipment back to PR Fitness Equipment

PR Fitness Equipment Edmond Showroom
13716 N Lincoln Blvd
Edmond, OK 73107
Phone: (405) 312-2981
Fax: 1- (888) 413-1532
Email: PRFitness@cox.net
Website: www.prfit.net