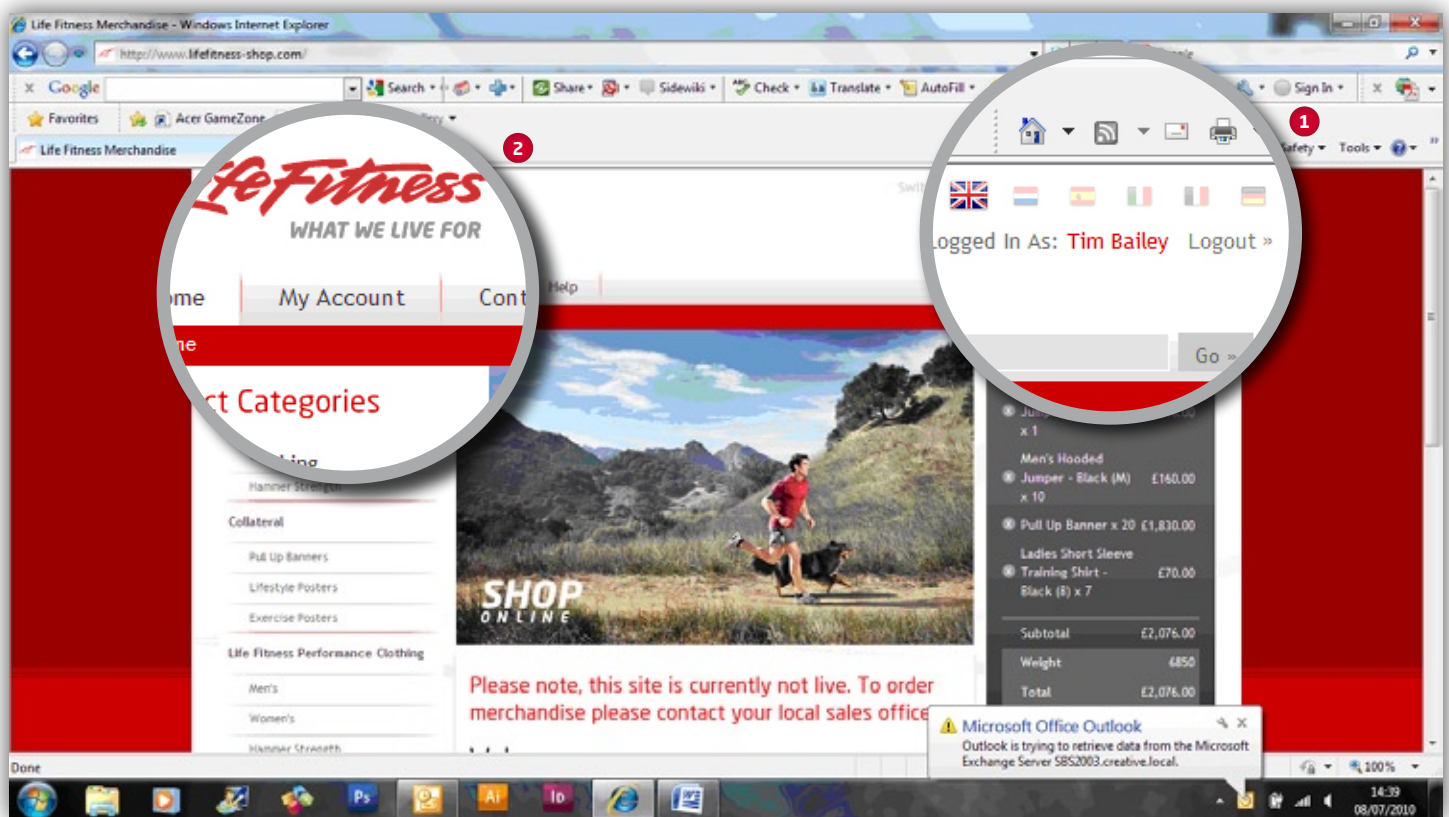


www.lifefitness-shop.com has been built with the user in mind and is straightforward to use. Standard online store functionality is used to ensure that the process is as easy as possible.

## LANGUAGE AND CURRENCY

When you first visit the website it will automatically detect where you are located using your IP address. You will then be shown the default currency and language for the country in which you are based. The language can be changed on a 'per visit' basis by using the flags at the top right of the page (1). You can permanently change your language by logging in and changing the language option in your account area (2).

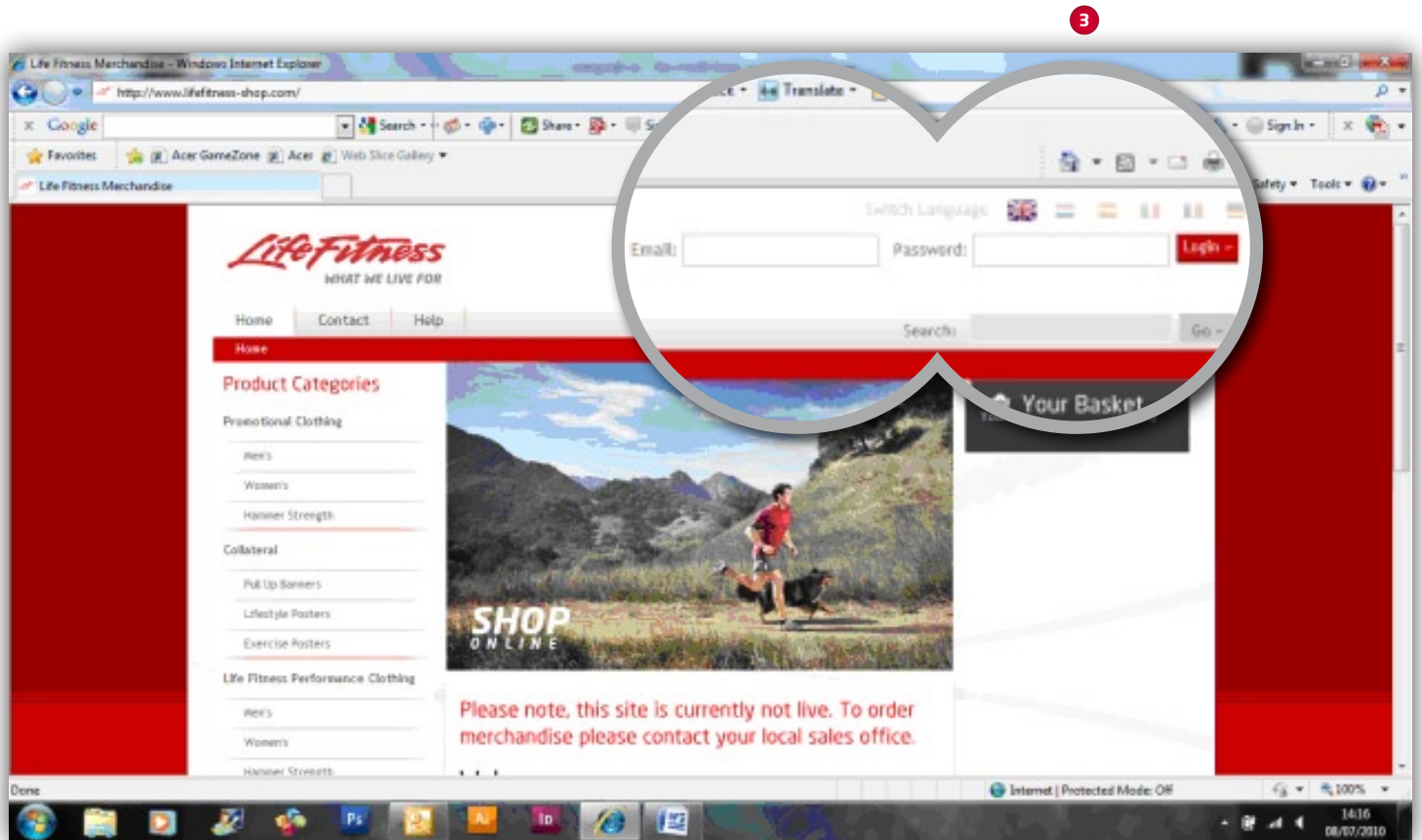


## LOGGING IN:

You are not required to be logged in to browse the site but you will need to log in to complete an order on the site. If you don't have login details you can register by clicking the link at the top right of the page. If you are a Life Fitness Salesperson or a Distributor you can request an account by emailing support@lifefitness-shop.com.

You will login to the site using your email address and the password (3) you provided, you can reset your password at any point through your account area.

If you forget your password you can click the forgotten password link and have a new password sent to your registered email address.



## **REGISTRATION:**

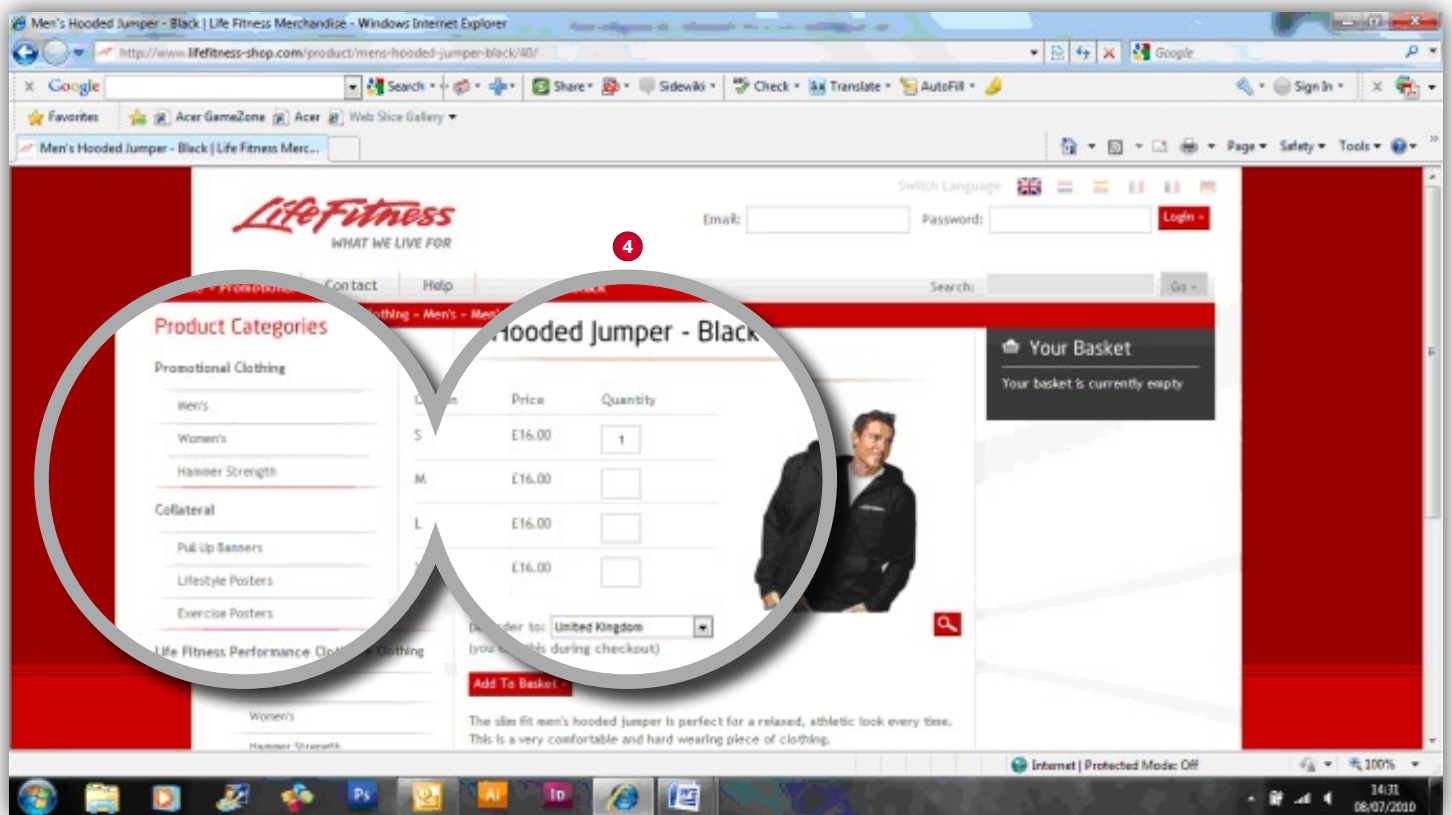
Registration on the site is quick and easy, you will be required to provide your name, address, contact details (phone and email), a password and to accept the terms and conditions of the site. Once you have registered you can login and place orders and use the functionality in the account area.

When registering you will be asked whether you are a company or a private individual. If you are a company based outside the UK but within the EC you will be required to provide a VAT number so that you aren't charged VAT on the site.

## **BROWSING THE SITE AND ADDING PRODUCTS TO YOUR BASKET:**

You can browse the site by clicking on the categories on the left of the site. When you see a product that takes your interest you can click for further details (4). On the product page you can enter quantities (4) and then click to add to basket, this will take you to a summary of the products in your basket. When you first add a product to your basket you will be asked to select the country you would like the products delivered to (4), this is so that we can provide a summary cost as you go through the site.

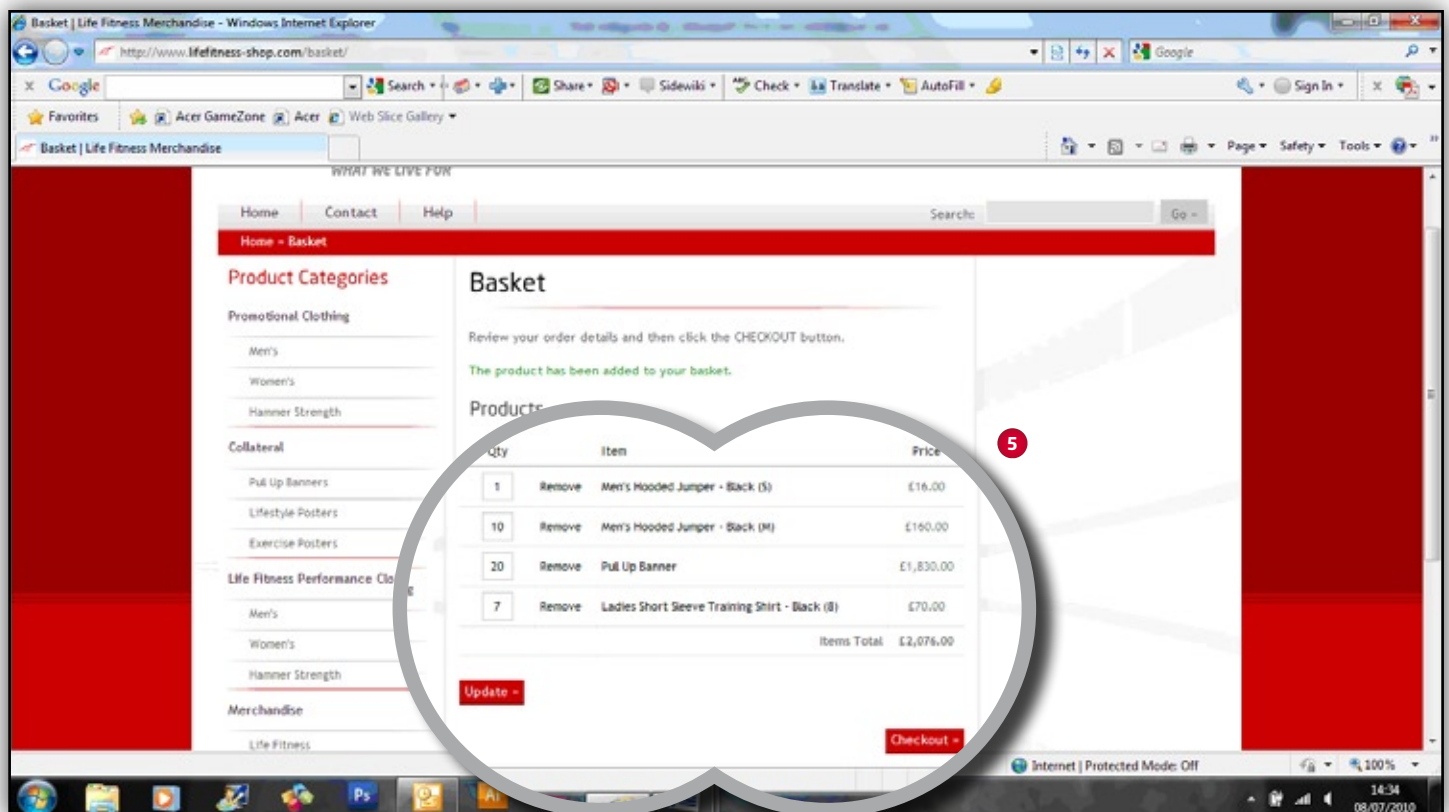
Should you need to amend quantities or remove products from your basket this can be done on the main basket page.



## CHECKING OUT:

When you have added all the required products to your basket click the 'checkout' button to proceed (5). On the next page you will be able to confirm or change your delivery and billing addresses, confirm the products you are ordering and add any comments to your order (such as a required delivery date).

On the next page you will have the option to review the costs and enter your payment details. Depending on your account you will have the option to pay by voucher, credit card or invoice. Once your order has been placed successfully you will receive an email confirming your order.



## VOUCHERS

Vouchers can be purchased from [www.lifefitness-shop.com](http://www.lifefitness-shop.com) and may occasionally be provided by Life Fitness. Vouchers can be added to your account during checkout and the full balance is added to your account. If you don't spend the balance in one order the remaining credit is stored on your account and can be used against future orders. If your balance doesn't cover the value of your order you can pay the remaining value using a credit card or invoice. VAT will not be charged against products purchased with voucher credit. VAT will be applied to any balance should it be applicable.

## PROBLEMS USING THE WEBSITE:

Any problems should be reported using the contact form on the website or by emailing [support@lifefitness-shop.com](mailto:support@lifefitness-shop.com). Please ensure you have checked the FAQs for an answer before sending your enquiry.