

NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



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FOR IMMEDIATE RELEASE

ALERT: Former Members of ZX Fitness

Columbia, SC... - SCDCA is informing consumers who joined ZX Fitness, a physical fitness facility which recently closed, of their rights. ZX Fitness (aka FIC X, LLC/ FIC XI, LLC/ FIC XII, LLC) operated out of the following locations: 3150 Wade Hampton Blvd. Taylors, SC 29687; 399 Peachwood Center Dr. Spartanburg, SC 29301; 2631 Laurens Rd. Greenville, SC 29607. Consumers who joined ZX Fitness and signed an agreement for either an installment or pre-paid membership **may be entitled to a refund.**

You are not required to, but may at your option attend an alternate facility offered by your former gym for which you did not sign an agreement. Should you choose not to attend an alternate facility, a cancellation notice should be sent immediately to the address listed in the "right to cancel" provisions of your contract. If you choose to cancel and your contract has an automatic draft provision, notify your bank or credit union immediately to stop the draft. Consumers who paid in full should request a pro-rata refund **directly from ZX Fitness.**

Consumers who paid in full and are unable to obtain a refund of the unearned pre-paid amount should file a complaint with SCDCA. Complaints can be filed at www.scconsumer.gov or consumers can call 1-800-922-1594 to have a complaint form mailed to them. In addition, written documentation of the membership, including a contract and/or proof of payment in the form of a cancelled check or credit card statement should be submitted to the SCDCA for verification.

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For more information on consumer rights when dealing with physical fitness facilities, visit http://www.sconsumer.gov/publications/fast_facts/physical_fitness_clubs.pdf

SCDCA aims to protect consumers from inequities in the marketplace through advocacy, complaint mediation, enforcement and education. To file a complaint or get information on consumer issues, visit www.sconsumer.gov or call toll-free, 1.800.922.1594.

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