

OTbeat Burn Product Return and Warranty OT-BURN-6.0-C

This Warranty is offered to consumers who purchase this product on shoporangetheory.com and are the original purchaser of the OTbeat Burn product only.

Orangetheory Fitness warrants the OTbeat Burn product to be free from defects in material and workmanship for a period of one year commencing upon the date of purchase (with proof of purchase).

This warranty does not cover or apply to the product if physically damaged, water damage, subject to negligence or misuse, abuse, alteration or accident. The original dated sales slip or proof of purchase through shoporangetheory.com will establish warranty eligibility.

Prior to requesting an RMA return material authorization request, you must first contact our Help Desk using the email: OTFwarranty@orangetheoryfitness.com. The Help Desk will work with you to troubleshoot your device. If the Help Desk is unable to resolve your product issue, they will provide you with an approval to submit an RMA request. Once you receive your approval from the Help Desk make sure you keep a copy of the approval communication for your RMA return material authorization request.

If the product should prove defective within the stated warranty period and you have received an approval to submit a RMA request, send your RMA request to email shoporangetheory@bdainc.com. Your RMA email request must contain a copy of 1) Help Desk approval, 2) copy of the sales slip or proof of purchase and 3) a brief description of the product defect.

Orangetheory Fitness, at its option, will repair or replace the product with a new or refurbished same or similar model of equal or lesser value free of charge and return the product postage paid. In no event shall Orangetheory Fitness, be responsible for claims beyond the replacement value of the defective product or in any way shall be liable or responsible for consequential or incidental damages. No express warranties and no implied warranties, whether for fitness or any particular use or otherwise, except as set forth above (which is made expressly in lieu of all other warranties) shall apply to products sold by Orangetheory Fitness.

Your approved RMA will contain shipping instructions along with a pre-printed shipping label to use for shipping your defective product return. Please make sure you send your approved RMA with the defective product back within a 15-day time period. If we do not receive the defective product back within the defined 15-day period, you will be charged the cost of the replacement product.

For warranty claims, contact Customer Service at shoporangetheory@bdainc.com. For immediate assistance, you can reach us at 866-308-0654. Our customer service representatives are available to assist you between 5 AM – 5 PM PST, Monday through Friday.