

## **OTconnect Beat Performance Monitor - Warranty and Product Return - PM-1A-C**

This Warranty is offered to consumers who purchase this product on [shoporangetheory.com](http://shoporangetheory.com) and are the original purchaser of the OTconnect Beat product only.

Orangetheory Fitness warrants the OTconnect Beat 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](http://shoporangetheory.com) will establish warranty eligibility.

Prior to requesting a return material authorization (RMA) request, you must first contact our Help Desk using the email: [OTFwarranty@orangetheoryfitness.com](mailto: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 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 request.

If the product should prove defective within the stated warranty period and you have received an approval to submit an RMA request, send your RMA request to email [shoporangetheory@bdainc.com](mailto: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 failure mode.

Orangetheory Fitness will replace the postage paid. If the product is no longer available in inventory, then the member will receive credit in the amount of the original purchase price. 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 may contain shipping instructions along with a pre-printed shipping label to use if shipping your defective product to our returns processing center is required. If required, please make sure you send your approved RMA with the defective product back within 15 days. If we do not receive the defective product back within the defined 15 days, you will be charged the cost of the replacement product.

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