

Peloton Bike Extended Warranty

By clicking that You accept these terms and conditions of the **Extended Warranty** during checkout for either a 12-month or 27-month **Extended Warranty**, You acknowledge and agree that (i) You have read these **Peloton Limited and Extended Warranty Terms** in its entirety and fully understand its contents, including, without limitation, the terms, conditions, procedures and limitations set out herein, (ii) You have received a copy of these **Peloton Limited and Extended Warranty Terms**, (iii) You have had an opportunity to correct any errors in these **Peloton Limited and Extended Warranty Terms**, (iv) Your acceptance of this **Extended Warranty** is voluntary and is NOT a condition to the purchase of the **Product** or any **Subscription**, (v) You agree to be bound by these **Peloton Limited and Extended Warranty Terms** and (vi) You expressly agree to the receipt of electronic communication from Us for purposes consistent with Your rights and responsibilities contained in these **Peloton Limited and Extended Warranty Terms** (which you may opt out of at any time by [contacting us](#)).

It is fully understood by You that the **Services** available under this **Extended Warranty** apply only to the specific **Product** purchased. Your cancellation rights relating to this **Extended Warranty** are set out in Part F below. We extend this **Extended Warranty** to You, which applies only to the non-commercial, in-home, indoor use of the **Product**. Any other use of the **Product** shall void this **Extended Warranty**. This **Extended Warranty** applies only to defects discovered within the applicable **Term**. Additional exclusions and limitation apply, as further described in this **Extended Warranty**.

A. DEFINITIONS

In this **Extended Warranty**, capitalized words in bold type have the following definitions:

- **\$** means Canadian Dollars.
- “**Applicable Provinces**” means the provinces in Canada to which this **Extended Warranty** applies, being British Columbia, Alberta, Saskatchewan, Manitoba and Ontario, so long as the **Product** is purchased and used in such provinces.
- “**Business Address**” means the address of **Peloton** where notices under this **Extended Warranty** can be sent, being 125 West 25th, 11th floor, New York, NY, 10001; phone number: 833-821-0099; and email support@onepeloton.com.
- “**Cancellation Rights**” means Your rights to cancel this **Extended Warranty**, as set out in Part F below.
- “**Contract**” means the Peloton Limited Warranty and the Peloton **Extended Warranty**.
- “**Customer**”, “**You**” and “**Your**” means the customer purchasing this **Extended Warranty**.
- “**Effective Date**” means the date that the Service under this **Extended Warranty** becomes available to Customer upon the expiration of Peloton’s Limited Warranty.
- “**Obligor**”, “**Our**”, “**We**”, “**Us**” and “**Our**” means Peloton Interactive, Inc., and its successors and assigns.
- “**Product**” means the bike purchased by Customer.
- “**Purchase Date**” means the date that this **Extended Warranty** is purchased by Customer.
- “**Service**” means the repair or replacement completed in accordance with this **Extended Warranty**.
- “**Subscription**” means the monthly subscription to Peloton’s digital-only product(s) that may be purchased along with the **Product**.
- “**Term**” is as described in Part B below (i.e., twelve (12) or twenty-seven (27) months, depending on Your selection during the purchase of the **Product**) for the HD Touchscreen, Bike Components (except pedals) and labour (if originally assembled by an authorized **Peloton** technician) and five (5) years for the Frame, each

from the **Effective Date** of this **Extended Warranty**.

- “**Total Contract Price**” means the total price of this **Extended Warranty**, as set out in Your purchase confirmation details.

B. APPLICABLE TERM AND SERVICES

This **Extended Warranty** applies to the below components of the **Product** only, for Your applicable **Term**: **(12-MONTH OR 27-MONTH TERM (DEPENDING ON YOUR ELECTED PURCHASE TERM DURING CHECKOUT))**:

- **HD TOUCHSCREEN**: **Peloton** warrants the touchscreen against defects in workmanship and materials during Your selected Term from the **Effective Date** of this **Extended Warranty**.
- **BIKE COMPONENTS**: **Peloton** warrants the components and all original parts of the **Product** other than pedals, including its belt, brake resistance, crank shaft, seatpost, handlebars and water bottle holder, against defects in workmanship and materials during Your selected Term from the **Effective Date** of this **Extended Warranty**.
- **LABOUR**: For **Products** originally assembled by an authorized **Peloton** technician, **Peloton** will cover the labour cost for the repair or replacement made under this **Extended Warranty** during Your selected Term from the **Effective Date** of this **Extended Warranty**. Repair labour is not covered if an authorized **Peloton** technician did not originally assemble the **Product**.

C. EXCLUSIONS AND LIMITATIONS

Who and what is covered:

- This **Extended Warranty** is not transferable and will only apply to the limited warranty holder of the **Product**.
- If a defect arises in the **Product** or a warranted component within the applicable **Term**, **Your** sole and exclusive remedy is for **Us** to either replace or repair the defective or malfunctioning **Product** or component with the same or a comparable model. The decision as to whether to repair or replace is at **Our** discretion, to the extent permitted by law.
- Any replacement or repaired component will be warranted for the remainder of the original **Term** or 30 days, whichever is longer, or for any additional period that is required by applicable law.

What is NOT covered:

- Bike pedals.
- Any other **Peloton** products or services, non-**Peloton** products or labour, units that are, or that **Peloton** reasonably believes to be, stolen, counterfeit, or purchased from an unauthorized distributor or reseller.
- **Products** purchased or used outside of the **Applicable Provinces**. This **Extended Warranty** will be invalid and have no force or effect if the **Product** is located outside of the **Applicable Provinces**.
- **Products** that are missing serial numbers.
- Software, even if sold with or embedded in the **Product**, or Internet connectivity. **Peloton** does not warrant that the operation of the **Product** will be uninterrupted or error-free.
- Damage or equipment failure due to normal wear and tear, improper or negligent assembly, maintenance, installation, relocation, or repair (other than that caused by a **Peloton** authorized service technician), use of the **Product** with parts or accessories from third parties, or with parts or accessories not originally intended for or compatible with the **Product**, or any use contrary to the instructions in the **Peloton Guide** that accompanied the **Product** (a link to which is found here).

- Damage or equipment failure due to accident, abuse, improper or abnormal use, lack of proper maintenance neglect, corrosion, discoloration of paint or plastic (or any other change in cosmetic appearance that does not affect performance), theft, vandalism, fire, flood, wind, lightning, freezing or other natural disasters or weather events, acts of God or acts of war or terrorism of any kind, electrical wiring, power reduction, power fluctuation or power failure from whatever cause, unusual atmospheric conditions, collision, introduction of foreign objects, or modifications that are unauthorized or not recommended by **Peloton**.
- Incidental or consequential damages. **Peloton** is not responsible or liable for indirect, special, incidental, punitive or consequential damages, economic loss, loss of property or profits, loss of enjoyment or use, or other consequential damages of any nature whatsoever in connection with the purchase, use, repair or maintenance of equipment or parts. **Peloton** does not provide monetary or other compensation for any such repairs or replacement parts costs, including but not limited to gym membership fees, work time lost, cost of substitute equipment, diagnostic visits, maintenance visits or transportation.
- If the **Product** is used for commercial purposes or for any use other than household use.
- Any attempt to move or repair fitness equipment creates a risk of injury and property damage. **Peloton** is not responsible or liable for any damage or injury incurred during, or as a result of, any move, repair or attempted repair of equipment by anyone other than a **Peloton** authorized service technician. All moves or repairs attempted by **You** or anyone acting as **Your** agent are undertaken **AT YOUR OWN RISK** and **Peloton** shall have no liability for any injury to person or property arising from such attempted moves or repairs.
- Components of the **Product** that are inaccessible due to the addition of after-market equipment, or where such after-market equipment or the installation thereof has altered the original **Product** configuration.
- Where permitted by law, replacement units, parts and electronic components reconditioned to as-new condition by **Peloton** or its vendors may sometimes be supplied as warranty replacement and constitute fulfillment of warranty terms.
- Any loss where **You** or any person on **Your** behalf falsely swears or commits any fraudulent act with respect to any request for **Service**.

D. HOW TO OBTAIN A REPAIR OR REPLACEMENT

- To be eligible for **Service** under this **Extended Warranty**, upon the discovery of any nonconformity or defect within the applicable **Term**, **You** must contact the Peloton Member Support team by:
 - calling us at 833-821-0099
 - chat with one of our Member Support Agents by [clicking here](#)
- You will be asked to provide **Peloton** with the serial number of **Your Product** and the dated receipt, or other proof of purchase indicating the date purchased. Requests for **Service** must be made within the applicable **Term**.

E. GENERAL TERMS

- This **Extended Warranty** may be purchased at any time within one (1) year of the purchase of the **Product**, subject to providing **Us** with the serial number of **Your Product** and the dated receipt, or other proof of purchase indicating the date purchased.
- All dollar amounts referred to in this **Extended Warranty** are stated in Canadian Dollars (\$).
- Any fraudulent activity on the part of the **Customer** under this **Extended Warranty** will be prosecuted to the full extent of the law.
- The sections and paragraph headings used in this **Extended Warranty** are used for convenience only and do not in any way affect the interpretation of this **Extended Warranty**.

- Any disputes between **You** and **Peloton** related to this **Extended Warranty** will be governed by the then-current dispute resolution procedures in Peloton's Terms of Service, available at www.onepeloton.com/terms-of-service.
- This **Extended Warranty**, Peloton's Terms of Service and Peloton's Privacy Policy constitute the entire agreement between **You** and **Us** relating to the subject matter hereof.
- You are not required to pay a deductible for any **Services** under this **Extended Warranty**.
- **THIS EXTENDED WARRANTY IS NOT AN INSURANCE CONTRACT.**

This **Extended Warranty (i) is the exclusive extended warranty given by **Peloton**, (ii) sets out the full extent of **Our** responsibilities and (iii) supersedes any prior, contrary or additional representations. We expressly disclaim and shall not be bound by any other representation, condition, statement or warranty, whether express or implied, including, without limitation, any warranty of merchantability or fitness for a particular purpose. This exclusion applies even if this **Extended Warranty** fails of its essential purposes and regardless of whether damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any other legal theory. This **Extended Warranty** gives you specific legal rights, and you may also have other legal rights, which vary from province to province.*

F. **CANCELLATION RIGHTS**

If this **Extended Warranty** is cancelled by **You** within thirty (30) days from the **Purchase Date**, **You** will receive a refund of the **Total Contract Price** via **Your same payment for Your purchase of the Extended Warranty**. If this **Extended Warranty** is cancelled by **You** after thirty (30) days from the **Purchase Date**, you will receive a pro-rata refund based on the time expired less a twenty-five dollar (\$25) cancellation fee, or ten percent (10%) of the **Total Contract Price** (whichever is less).

To initiate the cancellation process, **You** must contact **Us** at 833-821-0099 and the cancellation will be deemed to be effective on the date **You** contact us.

We can only cancel this **Extended Warranty** in the case of fraud, material misrepresentation, non-payment by **You** or if required to do so by a regulatory authority. Notice of such cancellation will be sent to **You** at least thirty (30) days prior to cancellation and will include the effective date of such cancellation and the reason for such cancellation. If **We** cancel this **Extended Warranty**, **You** (except in the case of fraud, material misrepresentation or non-payment, or if **You** sell or otherwise transfer **Your Product** except if given as a gift in compliance with the terms hereof) will receive a refund of the **Total Contract Price** via **Your same payment for Your purchase of the Extended Warranty**.

G. **PRIVACY NOTICE**

In connection with the **Extended Warranty**, **We** will collect and use the following personal information about **You**: name, email address, phone number, mailing address, the details of your purchase(s), and **Your** credit card information or banking information, depending upon the method of payment **You** select. Such information will be used for the purposes of administering this **Extended Warranty**, including evaluating and processing any request(s) for **Service** from **You**. Certain personal information will be collected by and/or shared with **Our** service providers, which currently include third party organizations providing some of the services stated in Section 3.2 of [Peloton's Privacy Policy](#). **Your** personal information may also be collected, used or disclosed (including collection from and disclosure to third parties), as needed, for other purposes permitted by law, including to comply with legal and regulatory requirements, investigate potential breaches of contract or the law, and to detect or prevent fraud. **Peloton and/or its service providers transfer and store Your personal information in countries other than Canada, and therefore, such information will be accessible to courts, law enforcement, and national authorities in such other countries. You may contact Peloton's Privacy Team at privacy@onepeloton.com if: (i) You have any questions about Peloton's collection of Your personal information or the collection, use, disclosure or storage of personal information by Peloton's service providers outside Canada; (ii) You wish to obtain access to written information about Peloton's policies or practices with respect to service**

providers outside Canada; and/or (iii) **You** wish to access, update or rectify your personal information. **You** may also obtain information about **Our** general policies and practices with respect to processing and storing personal information by reviewing Peloton's Privacy Policy, which is available at: <https://www.onepeloton.com/privacy-policy>.