

Peloton Website Purchase Terms

Last Updated: July 2nd, 2025

1. About us

- 1.1. The Peloton website and online store at onepeloton.co.uk ("**Website**") is provided to you by Peloton Interactive UK Limited (our legal name) ("**Peloton**", "**we**", "**us**", "**our**"). All products sold on our Website are sold by us, so when you purchase products from our Website, you are making an agreement with us. Our registered office is at 1 Langley Street, London WC2H 9JG and our registered company number is 1174745. Our VAT number is GB 296342084.
- 1.2. Our Member Support Team is available to discuss your order or any other questions and/or complaints you may have about Peloton. You can contact us by email at support@onepeloton.co.uk or by telephone on +44 808 169 6469 or using our Live Chat function available at [Contact Us](#). For customers who have a complaint about a product purchased using our finance facilities, please see our [Finance Products Complaints Process](#) for details of our complaint-handling process.

2. About these Purchase Terms

- 2.1. These Purchase Terms ("**Purchase Terms**") apply to you when you place orders on our Website for: (i) Peloton fitness equipment such as the Peloton Bike, the Peloton Bike+, the Peloton Tread or the Peloton Guide (together the "**Peloton Fitness Equipment**"); and (ii) Peloton accessories ("**Peloton Accessories**"). In these Purchase Terms, we refer to Peloton Fitness Equipment and Peloton Accessories collectively as "**Peloton Products**". **We draw your attention in particular to Section 16 which explains how we limit our liability to you.**
- 2.2. These Purchase Terms only apply to orders for Peloton Products that are placed on the Website for delivery in the United Kingdom. If you are located elsewhere, please visit the Peloton website in your country and refer to the purchase terms provided there.
- 2.3. These Purchase Terms do not apply to the purchase of Peloton apparel, accessories and gift cards that you purchase from our Peloton apparel online store at <https://apparel.onepeloton.co.uk/> ("**Apparel Website**"). If you have purchased Peloton apparel, accessories or gift cards from our Apparel Website, the contract for your purchase will be governed by the terms and conditions that apply to the Apparel Website.
- 2.4. These Purchase Terms do not apply to the purchase of a Peloton subscription. If you have purchased a Peloton subscription, the contract for your purchase will be governed by our [Membership Terms](#).
- 2.5. These Purchase Terms are an important legal agreement between you and us, so please read them carefully and make sure that you understand them before ordering any Peloton Products from us. If you

don't understand anything in these Purchase Terms, you can contact us for help by using the contact information set out in Section 1 above.

- 2.6. We sometimes need to update our Purchase Terms to reflect changes in the law or for other business reasons. Please make sure you check "Last Updated" at the top of this page to see whether these Purchase Terms have changed since your last purchase and which terms apply now. Any updates to these Purchase Terms will not affect any order you have already placed.
- 2.7. The following terms and conditions may also apply to you when you place an order through our Website and we suggest that you read these carefully to ensure that you understand and can comply with them fully before placing an order:
 - 2.7.1. Our [Terms of Service](#) will apply to your use of our Website;
 - 2.7.2. Our [Membership Terms](#) will apply to any subscription that you have with us;
 - 2.7.3. Our warranties published [here](#) may apply to you depending on your purchase;
 - 2.7.4. Our [End of Life Policy](#) will apply to any Peloton Fitness Equipment you purchase;
 - 2.7.5. Our [Home Trial Terms](#) will apply if you take our Home Trial;
 - 2.7.6. Our [Service Plan Terms and Conditions](#) will govern any extended service plan you purchase for your Peloton Fitness Equipment;
 - 2.7.7. Our [Supplemental Sponsored Wellness Program Terms](#) will apply to you if you purchase any Peloton Products and services at a discounted rate through your employer, educational institution, professional association, loyalty programme, or any other entity providing or sponsoring a benefit on your behalf; and
 - 2.7.8. Third-party financing terms and conditions will apply to you if you make a purchase via a financing arrangement (see [here](#) for more information about third-party financing options). Any contract for this financing shall be directly between you and the finance provider.

3. Who can place an order

- 3.1. You can only place an order on our Website if:
 - 3.1.1. you are a consumer (not a business);
 - 3.1.2. you are eighteen (18) years of age or older;
 - 3.1.3. we deliver to your delivery address (please see Section 7); and

- 3.1.4. you are able to make payment using one of our accepted payment methods (please see Section 5).
- 3.2. We only sell to consumers. Any Peloton Products purchased by you must be for your private use and must not be used for commercial or business purposes. If you wish to purchase Peloton Fitness Equipment for commercial purposes, please contact our commercial sales team by email at commercialsales@onepeloton.co.uk.
- 3.3. Before placing an order for Peloton Fitness Equipment, you must have been cleared to use the Peloton Fitness Equipment by a medical professional and have satisfied yourself that you are able to comply fully with all safety precautions and instructions specified in the user manual for the relevant Peloton Fitness Equipment. In particular, the area in which you will use your Peloton Fitness Equipment must meet the requirements set out in the user manual (please see Section 8 below for further details).

4. Ordering Peloton Products

- 4.1. When placing an order, please make sure you provide complete and accurate information (for example, your delivery information). If an order is not correct in any way, please let us know quickly by contacting us using the contact information set out in Section 1.
- 4.2. After you've completed the checkout process, we will contact you using the email address you provided during the checkout process to confirm we've received and accepted your order. When we email you to confirm we have accepted your order, a legal contract will come into existence between you and us for the purchase of your Peloton Products.
- 4.3. Sometimes we reject orders. For example, this may happen because a product is unexpectedly out of stock, because you are located outside our delivery areas or because the product was mispriced by us. In rare cases, we may cancel an order after we have accepted it, such as where we have made an obvious pricing error. When this happens, we will let you know as soon as possible and we will either not charge you for your order or refund any payment you have made. In the case of a pricing error, you will be given the option of purchasing the Peloton Product at the correct price or cancelling your order, but if we do not hear from you within seven (7) days, we will reject or cancel your order (as applicable).
- 4.4. We continuously strive to improve our products and to introduce new products. Therefore, our product lines change regularly and we cannot guarantee the continuous availability of any Peloton Products on our Website. Peloton Products placed in your basket may also be in the basket of other customers and are not reserved to you. If a Peloton Product you have placed in your basket goes out of stock before you are able to complete your order, it will be removed from your basket and you will not be able to purchase it. Please contact us for stock availability.

- 4.5. From time to time, we may offer a range of refurbished Peloton Products on our Website known as **“Peloton Certified Refurbished Products”**. All Peloton Certified Refurbished Products may feature imperfections, such as scratches, marks or other signs of use, but these imperfections are purely cosmetic and do not affect the performance of your product in any way. Because we disclose these cosmetic imperfections to you before you make a purchase, we do not treat them as defects. However, this does not affect your legal right to change your mind and cancel your purchase during the fourteen (14)-day cooling-off period or your legal rights in relation to faulty products (see Section 13).

5. Prices and payment

- 5.1. All prices for Peloton Products will be listed on our Website and include the applicable VAT rate on the date on which your order is made unless otherwise stated.
- 5.2. Our prices usually include any applicable delivery and installation charges. If any additional delivery and/or installation charges are payable, we will make these clear to you during the order process and prior to payment being taken.
- 5.3. We take payment at the time you place your order. We only accept payment by one of our accepted payment methods. Peloton apparel gift cards cannot be used to pay for Peloton Products on the Website (they can only be used to purchase Peloton apparel on the Apparel Website).
- 5.4. Prices for Peloton Products may change from time to time. Price changes won't affect any order you have already placed, unless the change relates to a change in the rate of VAT. If the rate of VAT changes between your order date and the date we supply the Peloton Product, we reserve the right to adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.
- 5.5. You will become the owner of the Peloton Product you've ordered once we have accepted your order (as described in Section 4) and we have received full payment for your Peloton Products (from you or, if applicable, the finance provider).

6. Your Subscription to a Peloton Membership

- 6.1. If you are purchasing Peloton Fitness Equipment and want to access Peloton content on this, you will need to purchase a subscription to a Peloton membership. You will need a subscription to use the Peloton Guide, but it is optional for other Peloton Fitness Equipment. Subscriptions can be purchased during the set-up process for your Peloton Fitness Equipment.
- 6.2. Once you have received and set up your Peloton Fitness Equipment, you will be given the opportunity to purchase a subscription. If you choose to purchase a subscription, we will take payment using the payment details that you used to make your original purchase of the Peloton Fitness Equipment.

- 6.3. Your purchase of a subscription to a Peloton membership will be subject to our [Membership Terms](#).

7. Delivery of Peloton Products

- 7.1. We only deliver Peloton Products to eligible addresses in mainland Great Britain (England, Scotland and Wales) and Northern Ireland. Unfortunately, we currently do not deliver to other addresses outside mainland Great Britain and Northern Ireland, including the Isles of Scilly, the Shetland Islands, the Orkney Islands and the Hebrides. We do not deliver to the Channel Islands or the Isle of Man, or to P.O. Boxes, British Forces Post Office addresses, hotels, hostels or prisons. Please see the relevant product page for any delivery restrictions that apply to specific Peloton Products.
- 7.2. We'll deliver your Peloton Products to the eligible delivery address you provided when you placed your order. We won't be responsible for any additional delivery and/or return costs incurred by you and/or us as a result of any incorrect information you provide to us. Peloton reserves the right to charge you for, and you agree to pay, any reasonable out-of-pocket costs incurred by us as a result of your errors, including but not limited to, transportation, storage, installation and handling charges.
- 7.3. If you order multiple Peloton Products in one order, we may deliver these to you in multiple deliveries but we will not charge you extra for this.
- 7.4. We aim to deliver your Peloton Product in accordance with any estimated delivery date we provide. Please note that the estimated delivery date is just that and we cannot guarantee delivery by the estimated delivery date. If delivery of your product is delayed by an event outside our control, we will contact you as soon as possible to let you know and do what we can to reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can cancel your order.

8. Installation of the Peloton Fitness Equipment

- 8.1. This Section 8 will only apply to you if installation is included with your purchase.
- 8.2. If installation is included with your purchase, we'll do this at the delivery address provided by you. You will be responsible for providing suitable access to us (or our third-party contractors) to enable the Peloton Fitness Equipment to be installed at the delivery address.
- 8.3. If you don't provide suitable access to the delivery address and/or the area in which you intend to place the Peloton Fitness Equipment does not meet the safety and other requirements specified in the user manual, we reserve the right to stop the delivery, remove the Peloton Fitness Equipment from the address and cancel our contract with you.
- 8.4. Peloton reserves the right to charge you for, and you agree to pay, any reasonable out-of-pocket costs incurred by us as a result of being unable to complete any delivery, including but not limited to,

transportation, storage and handling charges. If we elect to charge such costs to you as a result of the cancellation of your contract under Section 8.3, you will be refunded the price paid by you for the Peloton Fitness Equipment minus the delivery cost incurred by Peloton.

9. Warranty

For some of our Peloton Products, we offer an additional warranty. This is in addition to and does not affect your statutory rights as a consumer. The terms of the additional warranty, which form part of and are incorporated into these Purchase Terms by reference, can be found [here](#).

10. Service Plan

If you have purchased an additional Service Plan, this purchase shall be subject to our [Service Plan Terms and Conditions](#). Any purchase by you of a Service Plan will not affect your statutory rights.

11. Your legal right to change your mind and cancel during the cooling-off period

- 11.1. For most products bought from our Website, you have a legal right to change your mind about your purchase and to receive a refund of what you paid for it, including standard delivery costs. However, for products that are sealed for health and hygiene reasons, you do not have a legal right to return these products if they have been unsealed after delivery. We consider a product to be “unsealed” where any transparent film, security sticker or protective hygiene strip has been broken or removed from the product or its packaging.
- 11.2. Your legal right to cancel starts when we send you a confirmation email accepting your order. It ends fourteen (14) days after the day on which you have received all products forming part of your order. If you change your mind about a product, you must let us know no later than fourteen (14) days after the day we deliver all products forming part of your order. Please contact us using the contact information in Section 1. You can also tell us using the optional cancellation form at the end of these Purchase Terms.
- 11.3. If you are returning a Peloton Bike, Peloton Bike+ or a Peloton Tread, we offer a specialist collection service that is designed to provide a simple, hassle-free return experience. If you wish to use this service, we will agree a collection window with you and let you know any special requirements for collection. Our specialists will dismantle and pack up your product for you and transport it back to us safely. We will cover the full cost of collection as long as you allow us to collect your product at the agreed time and date from the original delivery location and you provide us with reasonable access and cooperation to remove the product. If you do not provide reasonable access and cooperation, we reserve the right to charge you for any reasonable out-of-pocket costs incurred by us as a result of your non-cooperation, including transportation, storage and handling charges.

- 11.4. For peace of mind, we recommend that you use our specialist collection service to return a Peloton Bike, Peloton Bike+ or a Peloton Tread, but you don't have to. If you choose not to, you are responsible for arranging the return of the product and for all associated return costs. Please contact us so that we can advise you how to prepare your product for return and where to send it. You must send off your product to us within fourteen (14) days of telling us you have changed your mind. We recommend that you use a reputable courier service to ensure the safe return of the product. The Peloton Bike, Peloton Bike+ and Peloton Tread cannot be returned to a Peloton store.
- 11.5. For the Peloton Guide and all other Peloton Products, you must send off your product to us within fourteen (14) days of telling us you have changed your mind. Please contact us using the contact information in Section 1 and we will provide you with a prepaid return label. When you use our prepaid return label, you will not have to pay the cost of return. If you do not use our prepaid return label, you are responsible for arranging the return of the product and for all associated return costs, and therefore we recommend using a registered or tracked delivery service. Accessories can also be returned to a Peloton store. If you choose to return Accessories to a Peloton store, you must do so within fourteen (14) days of the date that you told us you wanted to cancel and you must present a copy of your proof of purchase. The Peloton Guide cannot be returned to a Peloton store.
- 11.6. We will refund what you paid for your product. However, we reserve the right to reduce your refund to compensate us for any reduction in value arising from your unreasonable handling of the product. For example, we may reduce your refund if the product is not returned "as new", hangtags or other labels have been removed, the packaging is damaged or parts or accessories are missing. Our Member Support Team can advise further (see Section 1).
- 11.7. The maximum refund for your original delivery costs will be the cost of standard delivery. If you have paid for express delivery, we will only refund the cost of standard delivery. We will not refund any delivery costs if you are only returning part of an order and the delivery costs you paid would have applied to the part of the order that you have decided to keep.
- 11.8. Your refund will be made without undue delay and in any case within fourteen (14) days after the day on which we receive the product back from you or, if earlier, the day on which you provide us with satisfactory evidence that you have sent the product back to us. Refunds will be made to your original payment method. If you send the product back to us but we do not receive it, and you are unable to provide proof of postage and a valid tracking number, we may be unable to process your return and refund.

12. Our Home Trial and discretionary return policy

Home Trial

- 12.1. We offer eligible first-time purchasers a thirty (30) day Home Trial on certain Peloton Fitness Equipment bought from our Website. For more details on Home Trial, including information about your return rights, see our [Home Trial Terms and Conditions](#). For other Peloton Products purchased from our Website, we offer a discretionary return policy, which is subject to the further terms and conditions in this Section 12.

Our discretionary return policy

- 12.2. If you are not satisfied with your Peloton Product and wish to return it under our discretionary return policy, you must let us know within thirty (30) days of delivery, using the contact information in Section 1.
- 12.3. All Peloton Products returned under our discretionary return policy must be in "as new" condition, unworn and unwashed, with all hangtags, labels and hygiene strips/seals intact and all accessories and original packaging included. Due to hygiene reasons, the following merchandise cannot be returned under our discretionary return policy if they have been unsealed after delivery or show signs of wear or use: headwear (hats, hair ties, headbands, bandanas), socks, underwear, water bottles, in-ear headphones and shoes. We consider a product to be "unsealed" where any transparent film, security sticker or protective hygiene strip has been broken or removed from the product or its packaging.
- 12.4. If you are returning a Peloton Bike, Peloton Bike+ or a Peloton Tread under our discretionary return policy, you must use our specialist return service, which is designed to provide a simple, hassle-free return experience. We will agree a collection window with you and let you know any special requirements for collection. Our specialists will dismantle and pack up your product for you and transport it back to us safely. We will cover the full cost of collection as long as you allow us to collect your product at the agreed time and date from the original delivery location and you provide us with reasonable access and cooperation to remove the product. If you do not provide reasonable access and cooperation, we reserve the right to charge you for any reasonable out-of-pocket costs incurred by us as a result of your non-cooperation, including transportation, storage and handling charges. The Peloton Bike, Peloton Bike+ and Peloton Tread cannot be returned to a Peloton store.
- 12.5. For the Peloton Guide and all other Peloton Products, we will provide you with a prepaid return label and you must send off your Peloton Product to us using the prepaid label within fourteen (14) days of receiving it. When sending your Peloton Product, you must obtain proof of posting with a valid tracking number in case your Peloton Product is lost in transit. Accessories can also be returned to a Peloton store. If you choose to return Accessories to a Peloton store, you must return them to the store within fourteen (14) days of the date that you told us you wanted to cancel and you must present a copy of your proof of purchase. The Peloton Guide cannot be returned to a Peloton store.
- 12.6. We will refund what you paid for the product, including any standard delivery costs. If you have paid for express delivery, we will only refund the cost of standard delivery. However, we will not refund any delivery

costs if you are only returning part of an order and the delivery costs you paid would have applied to the part of the order that you have decided to keep.

- 12.7. Your refund will be made within fourteen (14) days after the day on which we receive the product back from you. Refunds will be made to your original payment method. If you send the product back to us but we do not receive it, and you are unable to provide proof of postage and a valid tracking number, we may be unable to process your return and refund. Peloton is not liable and cannot take responsibility for any bank charges that you may incur during the refund process.
- 12.8. If your Peloton Product is returned in damaged or used condition, or with missing parts or other signs of misuse, or otherwise does not comply with the terms and conditions set out above, we reserve the right (at our option) to refuse the return and to send your Peloton Product back to you, or to accept the return but reduce your refund to compensate us for any loss in value to the Peloton Product.
- 12.9. Our Home Trial and discretionary return policy are in addition to and do not affect your legal right to change your mind and cancel during the fourteen (14) day cooling-off period (see Section 11).

13. If there is something wrong with your Peloton Product

- 13.1. Your legal right to change your mind and cancel during the fourteen (14) day cooling-off period (Section 11) and our Home Trial and discretionary return policy (Section 12) do not affect your legal rights if there is something wrong with your Peloton Product. We have a legal duty to provide products that conform with the contract. We honour our legal duty to provide you with products that are as described to you on our Website and that meet all the requirements imposed by law. If you think there is something wrong with your Peloton Product, please contact us using the contact information in Section 1. We will let you know what to do next, including to make arrangements for returning the product to us.

14. Our right to cancel

- 14.1. We can end our contract with you for your purchase of Peloton Products if:
 - 14.1.1. you don't make any payment to us when it's due and you still don't make payment within ten (10) days of our reminding you that payment is due;
 - 14.1.2. the area in which you intend to place any Peloton Fitness Equipment does not meet the safety and other requirements specified in the user manual;
 - 14.1.3. you don't allow us or our third-party providers to deliver to you, or install, your Peloton Products at the scheduled time;
 - 14.1.4. we are unable (or reasonably believe that we are unable) to fulfil your order for reasons beyond our reasonable control or for legal or regulatory reasons; or

14.1.5. where we determine, acting reasonably, that the Peloton Fitness Equipment has been purchased for commercial use.

14.2. If we need to cancel our contract with you due to the scenarios listed above, we will refund you the price of the Peloton Products (if you have already paid), but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaching the contract (if applicable). Any refund due to you will be made using the same means of payment used for the initial transaction and will be made within fourteen (14) days after we notify you that we have cancelled the contract.

15. Safety warning

15.1. Before purchasing or using Peloton Fitness Equipment, you (and any other intended user of the Peloton Fitness Equipment) must have been cleared to use the Peloton Fitness Equipment by a medical professional and have satisfied yourself that you are able to comply fully with all safety precautions and instructions specified in the user manual for the relevant Peloton Fitness Equipment. If you have any concerns or questions about your health and/or whether you can use the Peloton Fitness Equipment safely, you should always consult with a qualified medical professional. Any information and/or advice provided by us or on our behalf in connection with your use of the Peloton Fitness Equipment is for entertainment and/or informational purposes only and is not intended to provide medical advice.

15.2. You must not use the Peloton Fitness Equipment if you are pregnant, breastfeeding or lactating unless you have been specifically cleared to do so by a medical professional.

15.3. You must not use the Peloton Fitness Equipment if you do not meet the age and/or height and/or weight and/or any other user criteria and requirements set out in the applicable Peloton Fitness Equipment user manual. User manuals for Peloton Fitness Equipment can be found [here](#).

15.4. You must only use the Peloton Fitness Equipment indoors in a location that meets the safety and other requirements specified in the user manual.

15.5. Children who are under the minimum age required to use the Peloton Fitness Equipment and pets must be kept away from the Peloton Fitness Equipment at all times.

16. Responsibility for loss and damage

16.1. We have a legal duty to provide goods and services that conform with the contract. Consumers also have certain legal rights when purchasing goods and services. These are also known as “statutory rights”, as they are derived from laws such as the Consumer Rights Act 2015. We honour our legal duty to provide you with goods and services that are as described to you on our Website and that meet all the requirements imposed by law. Nothing in these Purchase Terms is intended to affect these legal rights or to exclude or limit our liability where it would be unlawful to do so. This includes liability for death or

personal injury caused by our negligence or the negligence of our employees, agents or subcontractors, or for fraud or fraudulent misrepresentations. More detailed information about your legal rights is available from your local Citizens' Advice Bureau (www.citizensadvice.org.uk/) or Trading Standards office (www.gov.uk/find-local-trading-standards-office).

- 16.2. You agree not to purchase any Peloton Products for any commercial or business purpose, and we have no liability to you for any business losses, including loss of profit, loss of business, business interruption, or loss of business opportunity.
- 16.3. Subject to what we say in Section 16.1, we do not accept responsibility for any loss or damage that:
- 16.3.1. was not caused by us breaching these Purchase Terms;
 - 16.3.2. was not, at the time you agreed to these Purchase Terms, a reasonably foreseeable consequence of us breaching these Purchase Terms (loss or damage is foreseeable if either it is obvious that it will happen or if, at the time these Purchase Terms were entered into, both we and you knew it might happen); or
 - 16.3.3. was caused by an event outside our reasonable control (as long as we have taken the steps set out in Section 17 below).

17. Events outside Peloton's reasonable control

- 17.1. Peloton will not be liable or responsible for any failure or delay in its performance under these Purchase Terms that is caused by an event outside Peloton's reasonable control.
- 17.2. For the purpose of these Purchase Terms, an event outside Peloton's reasonable control could include for example, "acts of God", acts of government, changes to applicable law or regulation, war or threat or preparation for war, flood, storm, fire, civil unrest, threat of or acts of terror, supply chain disruption, epidemics, pandemics, disease outbreaks or public health risks, computer attacks or malicious acts, such as attacks on or through the internet, any internet service provider, telecommunications or hosting facility ("**Event Outside Peloton's Control**").
- 17.3. If an Event Outside Peloton's Control occurs, Peloton shall notify you as soon as reasonably practicable to let you know and do what we can to reduce the delay or failure. As long as we do this, we won't compensate you for the delay or failure, but if any delay is likely to be substantial, you can contact our Member Support Team (see Section 1 above) to end the contract between us and receive a refund for any Peloton Products you have paid for in advance, but not received.

18. Notices

You understand that we may contact you electronically if we need to provide you with a notice, contract or other information. We may communicate with you by email (using the email associated with your order) or by posting a communication on the Peloton Website or via a push notification to your Peloton Fitness Equipment.

19. Data protection

Your privacy is important to us. We will collect, store and process your personal data in accordance with our [Privacy Policy](#) and our [Cookie Policy](#). Please read these documents carefully to ensure that you understand how we use any personal data you give us and how we use cookies on our website.

20. Complaints and disputes relating to finance purchases

For customers who have a complaint about a product purchased using our finance facilities, please see our [Finance Products Complaints Process](#) for details of our complaint-handling process. If a dispute regarding a finance purchase cannot be resolved in accordance with our [Finance Products Complaints Process](#) or you are unhappy with the outcome, you may be entitled to use alternative dispute resolution ("ADR"). ADR is a process for resolving disputes between you and us that does not involve going to court. You can submit a dispute to the Financial Ombudsman Service by going to www.financial-ombudsman.org. The Financial Ombudsman Service is the ADR provider we use and is approved by the government to provide ADR services. If you do not wish to use ADR or are unhappy with the outcome of ADR, you can still bring court proceedings.

21. Governing Law and Jurisdiction

These Purchase Terms shall be governed and construed in accordance with the laws of England. Wherever you live, you can bring any claim against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also choose to bring your claim against us in the courts of the country you live in.

22. Other important legal terms

- 22.1. If any part of these Purchase Terms is found to be invalid or unenforceable by any court or authority, that provision will be removed from these Purchase Terms and the remaining provisions will continue to apply.
- 22.2. Even if we delay in enforcing these Purchase Terms, we can still enforce these Purchase Terms at a later date. We might not immediately chase you for not doing something you should do under these Purchase Terms (for example, paying), or for doing something that you're not allowed to do, but that doesn't mean we can't do it later.

- 22.3. Any right or remedy that you or we are entitled to under these Purchase Terms or applicable law is separate from, and does not affect your or our entitlement to, any other right or remedy that you or we may be entitled to.
- 22.4. You may not transfer your rights or your obligations under these Purchase Terms without getting our consent in writing first.
- 22.5. We can transfer our rights and obligations to another company under these Purchase Terms. We'll tell you in writing if this happens and we'll make sure that this transfer doesn't affect your rights or services under the contract.
- 22.6. These Purchase Terms are between Peloton and you as a consumer. Nobody else can enforce them and neither of us will need to ask anybody else for permission to end or change them.
- 22.7. You agree that you will not export, re-export, or transfer any Peloton Products or services (including software or other digital products) that you have purchased from Peloton to any country, individual, corporation, organisation, or entity to which such export is restricted or prohibited by law. For example, economic sanctions and embargoes imposed by the European Union, the United Nations, US Departments of State, Treasury or Commerce, UK HM Treasury, and other government authorities (such as embargoes imposed on specific countries, or economic sanctions imposed on individuals or companies for terrorism or money laundering offences) may prohibit you from taking Peloton Products to other countries, even for your own personal use, and/or sending products (whether physically by mail or digitally via email or file-sharing) to particular individuals, corporations, organisations or entities. In addition, you agree that you will not purchase any product or service from the website if you are subject to restrictive measures (sanctions). You agree to comply strictly with all applicable export laws and regulations.
- 22.8. You agree that you will not download and/or install any third party software and/or application on any Peloton Fitness Equipment (excluding assistive technologies that are necessary for your own use of the Peloton Fitness Equipment);

Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: Peloton Interactive UK Limited
Address: 1 Langley Street, London WC2H 9JG
Telephone number: +44 808 169 6469
Email address: support@onepeloton.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) *(only if this form is notified on paper)*,

Date

[*] Delete as appropriate

It is not obligatory to use this Cancellation Form. It is easiest and quickest to simply contact us using our contact details set out in Section 1 of these Purchase Terms. If you do wish to use this Cancellation Form, please send it to us at the email or postal address set out at the top of this Cancellation Form.