

Peloton Products Limited Warranty for Commercial Use for products purchased after SEPTEMBER 15, 2026

Peloton Commercial Fitness Product Limited Warranty ("Limited Warranty")

This Limited Warranty is given by Peloton Interactive, Inc., whose registered address is at 441 Ninth Avenue, 6th Floor, New York, New York ("Peloton").

This Limited Warranty is a voluntary manufacturer's warranty and provides rights separate and in addition to any statutory rights provided to you by consumer law, which may vary from state to state.

If your Peloton Fitness Product is defective, you have the right to choose whether to claim under this Limited Warranty or under applicable consumer rights laws, if any. Nothing in this Limited Warranty shall restrict or modify any other rights to which you may be entitled under applicable laws,

1. WHAT DOES THIS LIMITED WARRANTY COVER?

- a. This Limited Warranty covers Peloton Commercial Fitness Products purchased from Peloton or its authorized resellers in the U.S. A "Peloton Commercial Fitness Product" includes a new Peloton Commercial Bike, Peloton Commercial Treadmill, Peloton Bike Pro, Peloton Bike+ Pro, Peloton Tread+ Pro, or Peloton Row+ Pro.
- b. Under this Limited Warranty, Peloton warrants to you that your Peloton Commercial Fitness Product will operate in accordance with its published specifications and shall be free from defects in the materials and workmanship under normal commercial use for the relevant Warranty Period that is set out in the table below at Section 2 of this Limited Warranty. Certain exceptions may apply, including as further described in Section 3 of this Limited Warranty.
- c. This Limited Warranty covers the original owner of the Peloton Commercial Fitness Product. This Limited Warranty is not transferable beyond the owner of the original Peloton Commercial Subscription attached to the Peloton Commercial Fitness Product.
- d. This Limited Warranty applies only to the original components and parts included with the purchase of a new Peloton Commercial Fitness Product when (i) used solely in a commercial, indoor setting, and (ii) you are not in material breach of the Peloton Commercial Partner Standard Terms & Conditions of Purchase as they relate to the use, maintenance, or operation of the Peloton Commercial Fitness Product.

2. WARRANTY PERIODS FOR PELOTON FITNESS PRODUCTS

- a. The Limited Warranty period starts from the date your Peloton Commercial Fitness Product is activated. A Peloton Commercial Fitness Product is activated once a Peloton Commercial Subscription is attached to the Product
- b. The table below sets out the relevant warranty period for your Peloton Commercial Fitness Product (the "Warranty Period"). All claims for coverage under this Limited Warranty must be made within the relevant Warranty Period.
- c. Any component repaired or replaced under this Limited Warranty shall be warranted for the remainder of the original Limited Warranty period or 30 days, whichever is longer, or for any additional period required by law.

Warranty Period by Product Line and Product Component

Peloton Commercial Series

Warranty Coverage	Warranty Period
General Coverage Commercial Line Structural Frame Touchscreen	7 years 3 years
Peloton Commercial Bike Pedals	3 years
Peloton Commercial Treadmill Drive motor Walking belt	5 years 3 years
Mechanical and electrical parts	5 years
Seats, pedal straps, and grips	1 year
High wear touchscreen items including headphone jacks and USB connectors	90 days
Services in connection with a repair or replacement under this Limited Warranty	3 years

Peloton Pro Series

Warranty Coverage	Warranty Period
General Coverage All original components Touchscreen	3 years 3 years
Peloton Bike/Bike+ Pro Frame (excluding any moving parts attached to the frame, which fall under "General Coverage") Pedals	5 years 6 months
Peloton Tread+ Pro Frame (defined as the steel structural portion of the deck and excluding any attached moving parts and the hand rail, which fall under "General Coverage") Drive motor and walking belt Tread+ Rear Safety Guard (including services in connection with a repair or replacement)	5 years 5 years 5 years
Peloton Row+ Pro Frame (excluding any attached moving parts, which fall under "General Coverage")	5 years
Labor Services in connection with a repair or replacement under this Limited Warranty, except Tread+ Rear Safety Guard (see above).	3 years

3. EXCLUSIONS AND LIMITATIONS

What is NOT covered by this Limited Warranty?

This Limited Warranty does not apply to:

- Any other Peloton products or services not expressly referred to under Sections 1 and 2 above; non-Peloton products, replacement parts, or labor not approved in advance by Peloton Commercial Support; Peloton Commercial Fitness Products that are, or that Peloton reasonably believes to be, stolen, counterfeit, or purchased from an unauthorized distributor or reseller; Peloton Commercial Fitness

Products purchased or used outside the U.S. or Canada; Peloton Commercial Fitness Products that are moved outside of Peloton's sales area in the U.S. or Canada; and Peloton Commercial Fitness Products or components missing serial numbers. Warranty coverage is limited to areas in which Peloton sells the Peloton Commercial Fitness Products in the U.S. and Canada.

- Software, even if sold with or embedded in the Peloton Commercial Fitness Products (except to the extent required by applicable law), or Internet connectivity. Peloton does not warrant that the operation of the Peloton Commercial Fitness Products will be uninterrupted or error-free.
- Data loss, including any damages or costs related to data recovery, removal, and installation. Peloton does not warrant that it will be able to repair or replace the Peloton Commercial Fitness Product under this Limited Warranty without risk to or loss of information or data stored on the Peloton Commercial Fitness Product.
- Damage or equipment failure due to: (i) unauthorized installation, relocation, repair, (ii) improper or negligent assembly of the Peloton Commercial Fitness Product or any accessories, or maintenance (other than in each case that is caused by a Peloton authorized service technician or at the direction of Peloton), (iii) normal wear and tear, (iv) use of the Peloton Commercial Fitness Product beyond its design and its intended purpose, (v) use of the Product with parts or accessories from third parties, or with parts or accessories not originally intended for or compatible with the Peloton Commercial Fitness Product, or (vi) any use contrary to the instructions in the Peloton Product Commercial User Manual (if applicable), the technical specifications or other published guidelines relating to the Peloton Commercial Fitness Product.
- Damage, loss, or equipment failure due to accident, abuse, improper or abnormal use, 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 acts of God 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; provided, however that the mere use (without damage or equipment failure) of unauthorized service providers or non-genuine or third-party parts will not void this warranty.
- Incidental or consequential damages; or economic loss, loss of property or profits, or loss of enjoyment or use. To the extent permitted by applicable law, Peloton is not responsible or liable for indirect, special, incidental or consequential damages, economic loss, loss of property or profits, loss of enjoyment or use, or other consequential or punitive damages of any nature whatsoever in connection with the purchase, use, repair or maintenance of equipment or parts, and Peloton will 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. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- Any attempt to move, repair, or assemble fitness equipment creates a risk of injury and property damage (including a risk of damage to the Peloton Commercial Fitness Product itself). All moves, repairs or assemblies attempted by you or your agents are undertaken AT YOUR OWN RISK and Peloton will have no liability for any damages or injury to persons or property arising from such attempted moves, repairs or assemblies.
- Labor, service, and/or replacement parts will not be provided under this Limited Warranty if the Peloton Commercial Fitness Product is moved outside of Peloton's sales area.

4. HOW TO MAKE A CLAIM UNDER THE LIMITED WARRANTY

To make a claim under this Limited Warranty, you must, promptly upon discovering any nonconformity or defect:

- cease using or providing user access to the Peloton Commercial Fitness Product;
- contact Peloton Commercial Support by emailing commercialsupport@onepeloton.com or calling 1-855-662-7356
- provide Commercial Support:
 - the serial number or order number of your Peloton Commercial Fitness Product (if applicable);
 - a copy of the dated receipt, or other proof of purchase indicating the date purchased;
 - a description of the nonconformity or defect; and,
 - photographs of the nonconformity or defect where they may assist Peloton Commercial Support to assess the claim.

If Peloton Commercial Support determines that it is necessary to return the Peloton Commercial Fitness Product or a component, Peloton Commercial Support will arrange for a collection of the Peloton Commercial Fitness Product or provide you with a pre-paid shipping label for the components. You must follow all directions provided by Peloton Commercial Support and ensure that the subject Peloton Commercial Fitness Product or components are properly packed to protect it from damage during shipping. If you do not do so, Peloton will not be responsible for any damage that occurs to the Peloton Commercial Fitness Product or component during shipment.

Contact Commercial Member Support if you believe you need services:

- Email: commercialsupport@onepeloton.com
- Telephone: 1-855-662-7356
- Claims must be made within the specified Warranty Period listed in Section 2 above.

What happens after you submit a claim?

- If, within the applicable Limited Warranty period, a defect arises in the Peloton Commercial Fitness Product or a warranted component that is covered by this Limited Warranty and you submit a claim to Peloton under this Limited Warranty, then Peloton will, at its option and as its sole obligation, either replace the defective or malfunctioning Peloton Commercial Fitness Product or component with the same or a comparable model, or repair it. For the avoidance of doubt, to the extent the Peloton Commercial Fitness Product is a special color or co-branded Peloton Commercial Fitness Product and such Peloton Commercial Fitness Product or any element thereof is no longer available, then Peloton may choose to provide the replacement option with a comparable model that does NOT contain the special color or co-branded markings (or any element thereof).
- Any replacement or repaired component shall be warranted for the remainder of the original Limited Warranty period or 30 days, whichever is longer, or for any additional period that is required by applicable law. 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. Peloton Commercial Fitness Products presented for repair may be replaced

by refurbished Peloton Commercial Fitness Products of the same type rather than being repaired.

Refurbished parts may be used to repair the Peloton Commercial Fitness Products.

- If a successful claim is made for a defect that is covered by this Limited Warranty within the Limited Warranty periods identified above, any shipping costs to return the relevant component to Peloton or the cost of Peloton collecting the relevant part(s) will be at Peloton's cost.
- To the extent that the Peloton Commercial Fitness Products or component is capable of retaining user generated data, you should be aware that repairs may result in the loss of that data.
- All exchanged components or Peloton Commercial Fitness Products replaced under this Limited Warranty become the property of Peloton after the repair or exchange.

5. DISPUTES; DISCLAIMER OF WARRANTIES, LIMITATION OF LIABILITY

Any disputes between you and Peloton related to this Limited Warranty or the Peloton Commercial Fitness Product will be governed by the dispute resolution provisions of the then-current dispute resolution procedures in the Peloton Commercial Partner Standard Terms & Conditions of Purchase, available at <https://business.onepeloton.com/terms-of-purchase> for the United States and <https://business.onepeloton.com/en-CA/terms-of-purchase> for Canada.

*THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY PELOTON AND SUPERSEDES ANY PRIOR, CONTRARY OR ADDITIONAL REPRESENTATIONS. THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THAT LIMITATION MAY NOT APPLY TO YOU.

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND PELOTON'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. PELOTON'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL PELOTON UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS, WHICH VARY FROM STATE TO STATE.