

Peloton Products Limited Warranty for Commercial Use - Australia

Last updated: 7 July 2026

Peloton Fitness Limited Warranty ("Limited Warranty")

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The rights described in this Limited Warranty are in addition to the rights you have as a consumer under the Australian Consumer Law. This Limited Warranty does not purport to limit liability or alter your rights as a consumer that cannot be excluded under applicable law, including the Australian Consumer Law.

This Limited Warranty is given by Peloton Interactive Australia Pty Limited whose registered address is at The Commons, 32 York Street, Sydney NSW 2000 ("**Peloton**").

1. WHAT DOES THIS LIMITED WARRANTY COVER?

- a. This Limited Warranty covers Peloton Commercial Fitness Products purchased from Peloton or its authorised resellers in Australia. A "**Peloton Commercial Fitness Product**" includes a new Peloton Bike Pro purchased for sole use in a hospitality or corporate setting and Peloton Bike+ Pro purchased for use in any commercial setting (excluding commercial gyms operating on the basis of a paid membership).
- b. A "**Peloton Accessory**" includes any Peloton branded accessory available for commercial partners.
- c. Under this Limited Warranty, Peloton warrants that your Peloton Commercial Fitness Product will operate in accordance with its published specifications and be free from defects in the materials and workmanship under normal commercial use for the relevant Warranty Period set out in Section 2 of this Limited Warranty. The application of this Limited Warranty is subject to certain exceptions, as further described in Section 4.

2. WARRANTY PERIODS FOR PELOTON COMMERCIAL FITNESS PRODUCTS

- a. The Warranty Period listed below starts from the date your Peloton Commercial Fitness Product is delivered to you.
- b. The table below sets out the relevant warranty period for your Peloton Commercial Fitness Product (the “**Warranty Period**”). All claims 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.

Peloton Commercial Fitness Product	Product Component	Warranty Period
General Coverage	All original components of the Peloton Bike Pro and Bike+ Pro	Three (3) years
	Touchscreen	Three (3) years
Peloton Bike/Bike+ Pro	Frame (excluding any moving parts attached to the structural frame, which fall under “General Coverage”)	Five (5) years
	Pedals	Six (6) months This six (6) month warranty excludes normal wear and tear. Pedals must be regularly inspected for damage, loose parts, or signs of wear to prevent failures. Any pedal showing wear or damage must be removed from service immediately. It is strongly advised that all pedals are replaced every six (6) months.

		Please refer to Peloton's guide on maintaining pedals, available on Peloton's website.
Peloton Accessory	Each Peloton Accessory	Twelve (12) months
Labour	Services in connection with a repair or replacement made under this Limited Warranty where performed by an authorised Peloton technician.	Three (3) years

3. CONDITIONS OF THE LIMITED WARRANTY

- a. The Limited Warranty applies to the original purchaser of the Peloton Commercial Fitness Product purchased directly from Peloton or one of its authorised resellers in Australia. The Limited Warranty is not transferable.
- b. Any outdoor use of the Peloton Commercial Fitness Product shall void this Limited Warranty, unless the description of the Peloton Commercial Fitness Product expressly states that it is for, or is marketed for, outdoor use.
- c. In the event of any defects in materials and workmanship, you will be able to direct your claims to Peloton even in situations where you purchased the Peloton Commercial Fitness Product from an authorised reseller in Australia.

4. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

This Limited Warranty does not apply to:

- a. normal wear and tear or normal aging of the Peloton Commercial Fitness Product;
- b. cosmetic damage, including but not limited to corrosion, discolouration of paint or plastic, scratches or any other change in cosmetic appearance that does not affect the Peloton Commercial Fitness Product's performance;
- c. any other Peloton products or services not expressly referred to under Sections 1 and 2 above;

- d. any non-Peloton branded products;
- e. any labour not approved in advance by Peloton Commercial Support;
- f. any Peloton Commercial Fitness Products that are missing serial numbers or that are, or that Peloton reasonably believes to be, stolen, counterfeit or purchased from an unauthorised distributor or reseller;
- g. any Peloton Commercial Fitness Products purchased or used outside Peloton's sales area in Australia;
- h. any Peloton Commercial Fitness Products that are moved outside of Peloton's sales area in Australia, including any related labour, service and/or replacement parts. Warranty coverage is limited to the area in which Peloton sells the Peloton Commercial Fitness Products in Australia;
- i. any software elements, even if sold with or embedded in the Peloton Commercial Fitness Products, or internet connectivity. Peloton does not warrant that the operation of the Peloton Commercial Fitness Products will be uninterrupted and/or error-free;
- j. data loss, including any damages or costs related to data recovery, removal, and installation. Repair or replacement of your Peloton Commercial Fitness Product under this Limited Warranty may result in the loss of user-generated information or data stored on the Peloton Commercial Fitness Product;
- k. damage, loss or failure of the Peloton Commercial Fitness Product to the extent caused by:
 - i. accidental damage, abuse, neglect, misuse or improper maintenance or cleaning of the Peloton Commercial Fitness Product (including but not limited to rust, corrosion or failure to follow Peloton's user manuals, technical specifications or Peloton's published guidance);
 - ii. using the Peloton Commercial Fitness Product in a manner or for a purpose for which it was not intended;
 - iii. any improper or negligent assembly of the Peloton Commercial Fitness Product that is contrary to the instructions in Peloton's user manuals, technical specifications or Peloton's published guidance (including the self-assembly instructions), other than in each case that it is caused by Peloton's authorised service technician or at the direction of Peloton;
 - iv. use with a third-party component or product that is not originally intended for or compatible with the Peloton Commercial Fitness Product, provided, however, that the mere use (without damage or equipment failure) of unauthorised service providers or non-genuine or third-party parts will not void this Limited Warranty;

- v. theft, vandalism, fire, flood, wind, lightning, freezing or other natural disasters or acts of God of any kind;
 - vi. services (including but not limited to attempted or actual assembly, reassembly, maintenance, installation, modification, relocation or repair) performed by anyone other than a Peloton authorised service technician, except with Peloton's prior approval and subject to the relevant third party complying fully with Peloton's instructions;
 - vii. modifications that are unauthorised or not recommended by Peloton; or
 - viii. external causes, including but not limited to water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the Peloton Commercial Fitness Product, extreme thermal or environmental conditions; and
- I. any damage or injury incurred during, or as a result of, any move, repair, attempted repair, installation or assembly of a Peloton Commercial Fitness Product by anyone other than a Peloton authorised service technician. Subject to Section 5(g), all moves, repairs, installations or assemblies attempted by you or your contractors are undertaken at your own risk and Peloton shall have no liability for any injury to persons or property arising from such attempted moves, repairs, installations or assemblies.

5. WHAT WILL PELOTON DO?

- a. If a defect covered by this Limited Warranty arises and you report this to Peloton within the applicable Warranty Period, Peloton will, in its discretion, either:
 - i. repair your Peloton Commercial Fitness Product with new or refurbished parts; or
 - ii. replace your Peloton Commercial Fitness Product with a new or refurbished Peloton Commercial Fitness Product, to provide you with a Peloton Commercial Fitness Product at least functionally equivalent to a new Peloton Commercial Fitness Product.
- b. If your Peloton Commercial Fitness Product is a special colour or co-branded edition and it or any element thereof is no longer available for purchase from Peloton, then Peloton may be unable to offer a direct replacement. In these circumstances, Peloton will discuss your options with you, which may include replacing your Peloton Commercial Fitness Product (or the

affected part) with a comparable model (or part) that does NOT contain the special colour or co-branded markings.

- c. All returned parts for which you have received a replacement under this Limited Warranty will become the property of Peloton.
- d. To the extent allowed by law, and without excluding, restricting, or modifying the application or exercise of any right or remedy to which you may be entitled under the Australian Consumer Law, or any liability of Peloton in relation to a guarantee that applies to the Peloton Commercial Fitness Product under the Australian Consumer Law:
 - i. This Limited Warranty is the exclusive warranty given by Peloton and supersedes any prior, contrary or additional representations, whether written or oral, relating to the Peloton Commercial Fitness Product.
 - ii. The remedies described at Section (5)(a) above are your sole and exclusive remedies for any breach of this Limited Warranty. Peloton's total aggregate liability under or in connection with this Limited Warranty, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed the price paid by you for the defective Peloton Commercial Fitness Product. Peloton shall not be liable for any indirect, consequential or special loss or damage, including (without limitation) loss of profit, loss of revenue, loss of anticipated savings, loss of business or loss of goodwill, however arising.
- e. This Limited Warranty does not affect any statutory rights you may have that cannot be excluded or limited by contract.
- f. Nothing in this Limited Warranty excludes or limits Peloton's liability for: (a) death or personal injury caused by Peloton's negligence; or (b) fraud or fraudulent misrepresentation.

6. HOW DO YOU OBTAIN WARRANTY SERVICE?

- a. To make a claim under this Limited Warranty, you must, upon discovering any nonconformity or defect, cease using the Peloton Commercial Fitness Product and contact Peloton Commercial Support by raising a service request [here](#) or by emailing service@novofit.com.au.
- b. Please provide Peloton Commercial Support with:
 - the serial number or order number of your Peloton Commercial Fitness Product;
 - 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 such photographs may assist Peloton Commercial Support to assess the claim.
- c. If Peloton Commercial Support determines that it is necessary to return the Peloton Commercial Fitness Product or a component, Peloton Commercial Support will arrange and pay for a collection of the Peloton Commercial Fitness Product or provide you with a prepaid shipping label for the return of any Peloton Commercial Fitness Product or component. You must follow all directions provided by Peloton Commercial Support and ensure that the defective 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 components during shipment.
- d. Claims must be made within the specified Warranty Period.
- e. To the extent that the Peloton Commercial Fitness Product or component is capable of retaining user-generated data, you should be aware that repairs may result in the loss of that data.

7. ADDITIONAL INFORMATION

- a. No employee or representative of Peloton or any third party is authorised to make any modification, extension or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect.
- b. This Limited Warranty shall be governed by and construed in accordance with the laws of New South Wales. The parties submit to the non-exclusive jurisdiction of the courts of New South Wales and any courts competent to hear appeals from those courts.