

Fitbit warranty woes trip up buyer

By [Colleen Goko](#)

1 Jul 2016

Local trend sweaters have taken a liking to Fitbit products, but difficulties in repairing the devices may dampen the appetite of consumers.

The Fitbit platform combines connected health and fitness devices with software and services. Devices come with a year-long warranty, restricted to the original purchaser of the product, and it is only valid if the device was bought from an authorised retailer.

One customer, who did not want to be named, said they had acquired a product from a registered retailer. The product began to fail, and the customer was told the device was out of warranty, and that the supplier did not repair Fitbit devices.

"I was told to contact Fitbit in the US directly, which I did."

The customer said, after lengthy talks, a new device was sent from the US.

Nikki Friedman, brand manager of Fitbit in SA, said units were not fixed, but replaced when they malfunctioned while still under warranty. "However, in some instances, customers damage (the) unit themselves, and even though they are not entitled to a warranty, we will put them in touch with Fitbit International, since in exceptional cases they are willing to replace a self-damaged unit."

Under the limited warranty, Fitbit will not replace the device if the software embedded in the product stops working.

Physical damage other than wear and tear will not be considered as falling within cover.

Source: Business Day



The ticker symbol for Fitbit is displayed on the floor of the NYSE, New York, the US.

Picture: [Reuters/Brendan McDermid](#)