



Warranty Policy

Q: What Brands are covered under Nautilus Inc.'s ("Nautilus's") warranty policy?

A: Nautilus manufactures products under the world's leading fitness brands including the Nautilus®, Bowflex®, StairMaster®, Schwinn® Fitness, Trimline® and Universal® brands. Each one of these brands is covered under the Nautilus Warranty Policy.

Q: How do I know if my product is covered under the Nautilus Warranty Policy?

A: For a product to be covered it must be originally purchased, for company or individual use, from Nautilus, or an approved selling partner. Coverage is provided for products sold in the Americas, including, but not limited to, North America, Central America and South America. Warranty coverage is valid only to the original purchaser (except in the event of a transfer of assets by a business).

Q: What information do I need to make a warranty claim?

A: In order to place and be entitled to a warranty claim the product must be registered or proof of purchase will be required (indicating the date of purchase, model name and place of purchase).

Q: How do I contact Nautilus to make a warranty claim?

A: Phone Nautilus at: 1-800-NAUTILUS (1-800-628-8458)

Q: What is not covered under the warranty policy?

A: The Nautilus Warranty Policy does not cover the following:

1. Products that are outside the warranty period.
2. Damage due to normal wear and tear as defined by items subject to normal use and/or exposure.
3. Any damage, failure, or loss caused by accident, misuse, neglect, abuse, improper assembly, improper or lack of maintenance, Acts of God (such as but not limited to floods, power surges, etc.), or failure to follow instructions or warnings in the Owner's Manual.
4. Use of equipment in an application not recommended by Nautilus or in a manner or environment for which they were not designed.
5. Adjustments or adaptations made without Nautilus's prior written consent
6. Extended Warranties: Nautilus will not be responsible for any extended coverage terms offered by a distributor or service provider other than Nautilus.

Q: Do I need to register my product in order to make the warranty valid and active?

A: Yes. For items not purchased directly from Nautilus, product registration must be completed

and sent to Nautilus before a warranty claim can be processed. Registration may also be done via our website at nautilusinc.com/warranty or by contacting Nautilus Customer Service @ 1-800-Nautilus.

Q: What are the specific terms of the warranty for my product?

A: The specific duration of the warranty is dependent upon brand, model number and date of purchase. To understand the warranties of a specific item please reference the manual(s) included with the unit. All component parts replaced under warranty are warranted for the remaining portion of the original warranty.

Q: My warranty has different time periods based on different part components. What is each specifically about?

A: The Nautilus Warranty Policy cover four basic areas detailed below:

Frame

Nautilus warrants the frame against defects in workmanship and materials for the specified period based on brand and model number from entitlement start date. Frame warranties are specific to the structural integrity of the machine and do not cover rust or paint issues. Nautilus will replace any equipment frame that is structurally defective with a new frame or replace the unit with a unit of equal value. Nautilus is not responsible for labor charges incurred in replacing the defective frame.

Electronic and Mechanical Parts

Nautilus warrants the electronics, and mechanical parts against defects in workmanship and materials (including paint/rust) for the specified period based on brand and model number from entitlement start date.

Labor

Nautilus shall cover the labor cost for repair of the product for the specified period based on brand and model number from entitlement start date.

Wear Items, (Items that wear over time with normal use and/or exposure)

Nautilus shall cover the cost for repair of wear-related items, as defined in the Nautilus Warranty Policy for the specified period based on brand and model number from entitlement start date.

Q: Does my warranty become void if someone other than Nautilus or one of Nautilus' service providers fixes the unit?

A: Yes. If repair of a product is done using the services of someone other than an Authorized Service Provider, or uses a replacement part not supplied by Nautilus, Nautilus shall not be liable for any cost, damage, failure, or loss caused by the use of such unauthorized service or parts and use of such service or parts will void Nautilus's warranty obligations.

Q: Nautilus has been making products for a long time. I have an older piece of equipment that is still covered by Nautilus. I don't think the product has been made for years, will Nautilus still repair it?

A: Nautilus has the option to repair or replace any exercise equipment that requires warranty service with new or refurbished product. In the event a product cannot be repaired, Nautilus, at its sole discretion, may offer a limited credit reimbursement towards the purchase of another product(s).

Q: I live in a small rural community area and have a warranty issue. Will Nautilus send a representative to my home to fix my unit?

A: Nautilus will provide warranty service within a normal service area. You may incur charges for warranty service provided outside the service area. Please contact Nautilus for details specific to your location.

Q: What limitations exist relating to the warranty?

A: Nautilus's warranties are in lieu of and exclude all other warranties not expressly set forth in the Nautilus Warranty Policy, whether express or implied by operation of law or otherwise, including, but not limited to, WARRANTY OF MERCHANTABILITY or WARRANTY OF FITNESS FOR PARTICULAR PURPOSE. Nautilus shall in no event be liable for incidental or consequential losses, damages, or expenses in connection with its exercise equipment.

Nautilus's liability hereunder is expressly limited to the replacement of goods not complying with this warranty or, at Nautilus's election, to the repayment of an amount of the purchase price of the exercise equipment in question. Some states do not permit the exclusion or limitation of implied warranties or incidental or consequential damages, so the preceding limitations and exclusions may not apply to you.

Consumer Return Policy

Q: What is Nautilus's return policy?

A: Nautilus is committed to helping consumers lead a fit and healthy lifestyle. We are confident that your purchase will be one that will last a lifetime. Many products that are purchased directly from Nautilus carry a satisfaction guarantee. Check your specific product for details related to the return policy.

Q: I purchased a Nautilus product from a Retailer and have decided to return the product. What should I do?

A: Products purchased from a retail store must be returned to that retailer for consideration of a return credit. Returns are subject to the unique policy of the retailer from whom the product was purchased.

Q: I purchased a product directly from Nautilus and have decided to return the product. What should I do?

A: In order to return a product purchased from Nautilus it must have a "Satisfaction Guarantee" associated with it and be within the stated satisfaction guarantee time frame. If the product is within the allowable window, contact Nautilus Customer Service at 1-800-NAUTILUS for consideration and directions on how to receive return credit. If approved, Nautilus Customer Service will provide an RMA number, financial terms and conditions, and shipping instructions.

Q: In order to return an item with a “Satisfaction Guarantee” purchased directly from Nautilus, do I need to repack it in the original packaging?

A: Yes. Product must be repackaged in the original packaging material and returned per shipping instructions provided by Nautilus Customer Service. The consumer is responsible for product repackaging and any subsequent freight damage that could possibly occur through transit. Any product not returned in the original packaging will be refused receipt and returned to sender.

Q: If my product has a “Satisfaction Guarantee” with it, do I have to pay the freight to return the product?

A: Yes. All of Nautilus’s products sold with a “Satisfaction Guarantee” require the purchaser to be responsible for the freight cost necessary to return the product.

Q: How long will it take for me to receive a credit back after a product with a “Satisfaction Guarantee” is returned?

A: After receipt of the returned item the customer will be issued a credit/refund pending the following conditions:

1. Receipt of product(s) occurs within 45 days of approved RMA request.
2. Product / quantities match the RMA information
3. Product arrives in specified condition
4. Special instructions as documented have been followed

Q: I purchased a product directly from Nautilus that does not have a “Satisfaction Guarantee” with it. Can I still return it even if the box is unopened?

A: Products sold without a “Satisfaction Guarantee” can not be returned and all sales are final. For information on additional tools or tips to help you be successful with our fitness equipment please contact Nautilus Customer Service at 1-800-NAUTILUS.