

Peloton Return Policy

The rights outlined in this returns policy are in addition to and subject to the Australian Consumer Law and any other applicable Australian laws. This policy does not exclude or replace your consumer guarantee rights under the Australian Consumer Law described below (see "Consumer Guarantees" in Section 3 below).

We stand behind everything we sell. If you are not satisfied with a purchase you have made from the Peloton Website, you have a range of options for returning your product and these are explained below.

This Return Policy only applies to purchases from the Peloton Website. If you have purchased Peloton apparel, accessories or other products from the Peloton Apparel Website, please see the Peloton Apparel Website for the Return Policy that applies to you.

Your return and refund rights

We offer a range of different return rights, some of which we are required to offer by law and others which we offer in addition to your legal rights. The return options available to you depend on the product you have purchased and your reason for wanting to return it.

Our discretionary return policy

We offer a 30-day discretionary return policy. You may be able to return your product as long as you tell us within 30 days of delivery. Find out more about our discretionary return policy in Section 2 below.

Our 30-day Home Trial

We offer eligible first-time purchasers a 30-day Home Trial on a new Peloton Bike, Peloton Bike+, Peloton Tread and Peloton Guide. Find out more about our Home Trial return rights in our Home Trial Terms and Conditions.

If there is something wrong with your product

If you think there is something wrong with your product, please see "Consumer Guarantees" in Section 3 below and then Contact Us and we will let you know what to do.

Our discretionary return policy

What is Peloton's discretionary return policy?

We offer a 30-day discretionary return policy, which is in addition to and doesn't affect your legal rights under Australian Consumer Law.

How long do I have to cancel?

You must tell us of your decision to cancel within 30 days of delivery.

How do I tell you I want to cancel?

If you would like to cancel, please contact our Support Team by email at support@onepeloton.com.au, by telephone on 1800 952 535 or by using our Live Chat function available at Contact Us.

How do I return my product to you?

Peloton Bike, Peloton Bike+ and Peloton Tread

If you are returning a Peloton Bike, Peloton Bike+ or a Peloton Tread under our discretionary return policy, you'll need to use our specialist return service, which is designed to provide a simple, hassle-free return experience. Our Support Team will arrange for our specialist partner to contact you to schedule a pick-up date. On the day of collection, our specialists will dismantle and pack up your product and transport it back to us safely.

We will cover the full cost of this collection service 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.

What will I be refunded?

We will refund what you paid for the product.

Do you refund delivery charges?

We only refund standard delivery charges. If you have paid for express delivery, we will only refund the cost of standard delivery. We will not refund any delivery charges if you are only returning part of an order and the delivery charges you paid would have applied to the part of the order that you have decided to keep.

When and how will I receive my refund?

Your refund will be made within 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. We are not liable and cannot take responsibility for any bank charges that you may incur during the refund process.

Are there any products that I can't return?

All 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 products 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.

If your 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 to refuse the return and to send your product back to you, or to accept the return but reduce your refund to compensate us for any loss in value in the product.

Consumer Guarantees

What are Consumer Guarantees?

As a consumer, you are entitled to certain consumer guarantees in respect of goods purchased from us. These guarantees are called "Consumer Guarantees" and are not impacted by our Return Policy, Limited Warranty or limited by a defined timeframe.

If you believe an item is faulty, not of acceptable quality, does not match the description provided or a sample, or is not fit for purpose, you may be entitled to a remedy under the Australian Consumer Law.

In accordance with Australian Consumer Law, if the failure is minor, we may (at our discretion) repair the item, replace the item or refund you, within a reasonable time. If the

item has a major failure, you may reject it and seek a refund or replacement, or you may keep the item and seek compensation for any drop in the value. You may also be entitled to compensation for any other reasonably foreseeable loss or damage caused by the failure.

The Consumer Guarantees do not apply where the item was damaged due to abnormal use or misuse, and we will not provide a refund, exchange or repair in those circumstances.

What do I do if I believe my item is faulty?

If you believe your item is faulty, please contact our Support Team by email at support@onepeloton.com.au, by telephone on 1800 952 535 or by using our Live Chat function available at Contact Us.