

Tonal Limited Warranty

Last updated: August 4, 2025

Who Does This Warranty Cover?

This limited warranty (the "Warranty") is issued by Tonal Systems, Inc. ("Tonal", "we", or "us") to you, a consumer who purchased a new Tonal trainer, a Certified Refurbished Tonal 1, or a new Tonal-branded package of smart accessories (the "Product") directly from us or from a Tonal-authorized reseller.

The Warranty covers only the original owner of the Product who accepts Tonal's Terms of Service prior to the Product's installation. This Warranty does not extend to any territories or countries outside the United States. The Warranty cannot be assigned or transferred to any subsequent purchaser or user and is not available to products that were purchased from any source other than Tonal or a Tonal-authorized reseller. This Warranty may not apply to certain purchasers who have a separate written contract with us. The Warranty is not applicable to any apparel, housewares or other goods sold on Tonal.com or on the website of a Tonal-authorized reseller.

What Does This Warranty Cover?

This Warranty covers defects in the Product during the applicable Warranty Period set forth below. Tonal warrants that the Product is free from defects in materials and workmanship and will, under normal and intended use, function substantially in accordance with our Product documentation and technical specifications. Proof of Product purchase is required as a condition to coverage under this Warranty, and the Product requires a constant online connection to ensure functionality.

What Is Not Covered by the Warranty?

Regardless of the above, the Warranty does not cover the following:

Use of the Product for any commercial purpose.

Software and software functionality, even if licensed or sold with or embedded in the Product, or Internet connectivity. Tonal does not warrant that the use or operation of the Product will be uninterrupted or error-free.

Damage or loss of access as a result of Tonal's termination or suspension of your account.

Data loss and any costs associated with data recovery.

Normal wear and tear.

Defects or malfunctions experienced during or caused by use that is not in conformity with Product documentation, the Tonal Guide, and technical specifications.

Damage caused by natural disasters or acts of God, power reduction, fluctuation or failure from whatever cause, electrical wiring, misuse, accident, neglect, abuse, vandalism, alteration, improper or unauthorized modification, or tampering.

Damage to your property, home, walls, or floors that may result from installation or removal of the Product.

Product that has been resold, stolen, or that Tonal reasonably believes to be resold, stolen, counterfeit, or purchased from an unauthorized distributor or reseller, Products that are moved outside the United States, and units missing serial numbers.

Damage caused by improper or incorrectly performed maintenance or repair.

Damage caused by improper installation, relocation, or uninstallation, including any installation performed by a party not expressly authorized by Tonal or any self-installation.

Product or Product parts returned without a Return Material Authorization (RMA) number.

What Is the Warranty Period?

The Warranty period is as follows, beginning from the date of initial purchase or delivery of the Product, whichever is later:

Item	Warranty Period
Trainer, including touch screen	2 years coverage for parts, shipping of those parts, and labor
Trainer smart accessories	1 year coverage

Item	Warranty Period
Replacement parts; Replacement Product	Remainder of the original warranty period, or 45 days, whichever is longer

What will Tonal do?

To submit a claim, contact Tonal at support@tonal.com, call us at (855) MY-TONAL, or report an issue at tonal.com/contact.

If a defect covered by this Warranty occurs, Tonal will, at its sole discretion, repair or replace the defective Product or part with a new or re-manufactured part, or refund the original purchase price. Tonal may not return the original Product to you. Tonal cannot guarantee repair or replacement of the Product without risk to or loss of data stored on your original Product. Do not return any Product to Tonal without first receiving a Return Material Authorization (RMA) number.

Warranty Disclaimers and Limitation of Liability

THE LAWS OF THE STATE OF CALIFORNIA, USA, GOVERN THIS WARRANTY, WITHOUT GIVING EFFECT TO ANY CONFLICT OF LAWS PRINCIPLES THAT MAY PROVIDE THE APPLICATION OF THE LAW OF ANOTHER JURISDICTION.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY TONAL AND SUPERSEDES ANY PRIOR, CONTRARY OR ADDITIONAL REPRESENTATIONS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED, EXCEPT TO THE EXTENT PROHIBITED BY LAW. WHERE SUCH A WARRANTY CANNOT BE DISCLAIMED, IT IS LIMITED IN DURATION TO THE WARRANTY PERIODS SET FORTH ABOVE.

TONAL SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, DATA, OR USE OF THE PRODUCT, ARISING FROM OR RELATED TO THIS WARRANTY, REGARDLESS OF THE FORM OF ACTION. IN NO EVENT SHALL TONAL'S LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATED TO THIS WARRANTY EXCEED THE PRICE YOU PAID FOR THE PRODUCT.

Some states do not allow the limitation of implied warranties or the exclusion or limitation of incidental or consequential damages, so the limitations above may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

<https://tonal.com/pages/warranty>