



NAUTILUS Warranty FAQ

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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®, Schwinn® Fitness, Universal®, and Modern Movement® brands.

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 individual use, from Nautilus, or an approved selling partner. Warranty coverage is valid only to the original purchaser. If your product was purchased directly from Nautilus by a third party as a gift, and you are the original owner, please contact our Customer Care department at (800) 605-3369 to establish warranty eligibility.

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

A: To place a claim under warranty, the product must be registered or proof of purchase will be required (indicating the date of purchase, model name, purchase price and place of purchase).

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

A: You can contact Nautilus by phone at: (800) 605-3369.

Q: Do I need to register my product 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 www.nautilus.com/warranty or by contacting Nautilus Customer Service at (800) 605-3369.

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: 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 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: Please contact Nautilus at (800) 605-3369 for details specific to your location.

Q: Does Nautilus have a Money Back Guarantee?

A: Yes, we do. Read our return policy for more information about our guarantee for products purchased directly from Nautilus.

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