

Broken Bands – How To Guide

March 2019

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Step 1:

Go to help.fitbit.com



Get the skinny on your Fitbit device



[+ More products](#)

Step 2:

Click on GET SUPPORT

The screenshot shows a web interface with two main sections. On the left is a teal sidebar titled 'Popular topics' containing six links: 'How do I track my heart rate with my Fitbit device?', 'How do I restart my Fitbit device?', 'Why won't my Fitbit device sync?', 'What's Fitbit's return and warranty policy?', 'How do I set up my Fitbit device?', and 'How do I track my health and fitness goals with the Fitbit app?'. On the right is a grey main content area. The top part is titled 'Find strength in numbers' with the subtitle 'Expert advice to the latest news. It's all here.' Below this is the 'fitbit | COMMUNITY' logo and a white button labeled 'SEARCH THE HELP FORUMS'. The bottom part of the grey area is titled 'Let's talk' and contains a white button labeled 'GET SUPPORT'. This 'GET SUPPORT' button is enclosed in a red rectangular box, and a teal arrow points to it from the right side of the page.

Step 3:

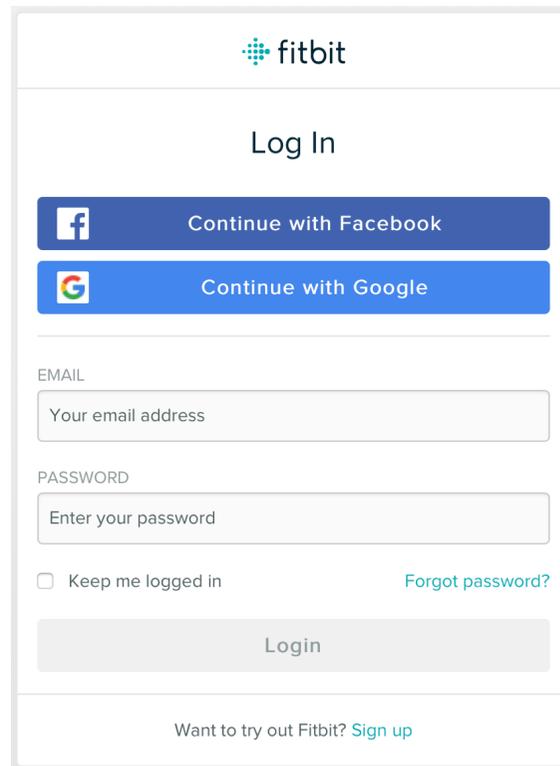
Select the **BROKEN BAND?** button to file a claim

The screenshot shows the Fitbit Help page with the following elements:

- Header: fitbit | HELP, Community, Dashboard, STORE, Search
- Breadcrumbs: Fitbit Help > Contact Support
- Section: Get Support
- Country: Sweden
- Support Options Grid:
 - FITBIT COMMUNITY** (person icon): Find answers right now.
 - @FITBITSUPPORT** (Twitter icon): Send us a direct message.
 - EMAIL US** (envelope icon): Estimated reply time: 2 days.
 - FEMALE HEALTH TRACKING**
 - FITBIT TROUBLESHOOTING** (DIY and get back on track).
 - BROKEN BAND?** (band icon): File a claim on your device's in-warranty Fitbit band. (This button is highlighted with a red box and a teal arrow points to it from the right.)
 - FITBIT PREMIUM** (star icon): Log in for Premium Subscription and Program Support.

Step 4:

If you're not logged in already you will be asked to log in. Log in with your account used for your Fitbit device.



The image shows a screenshot of the Fitbit mobile application's login screen. At the top, the Fitbit logo is displayed. Below it, the text "Log In" is centered. There are two large blue buttons: "Continue with Facebook" and "Continue with Google". Below these buttons, there are two input fields: "EMAIL" with the placeholder text "Your email address" and "PASSWORD" with the placeholder text "Enter your password". Below the password field, there is a checkbox labeled "Keep me logged in" and a link labeled "Forgot password?". At the bottom of the form, there is a grey "Login" button. Below the login button, there is a link that says "Want to try out Fitbit? Sign up".

Step 5:

Select File A Claim



Broken Band?

File a claim on your device's in-warranty Fitbit band. If you have an issue with your tracker or smartwatch, please contact customer support.



Step 6:

Review what is covered under warranty & Proceed to select file a claim

fitbit | HELP



FILE A CLAIM

Covered Under Warranty

- Manufacturer Defects
- Cosmetic damage such as scratches and dents
- Normal wear and tear
- Accidents or improper use

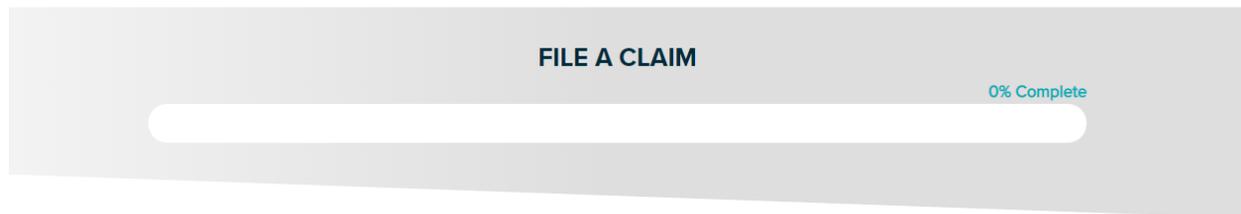
FILE A CLAIM
CANCEL



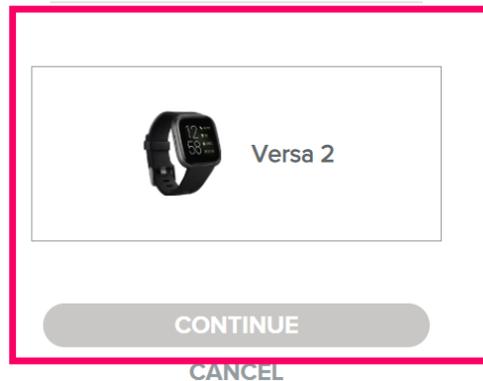
Select file a claim

Step 7:

Select your device



Select Your Device



Select Device

Don't see your device? [CONTACT CUSTOMER SUPPORT](#)

Step 8:

Select claim type for Classic or Sport Bands



Claim Type



Select Band

BACK

CONTINUE



Select continue

CANCEL

Step 9:

Upload Additional Information Required



Additional Information

Please attach a photo that shows the issue*

A dashed-line box representing a file upload area. Inside, there is a button with an upward arrow icon and the text 'Upload Files'. The button is highlighted with a red border.

Upload Photo of the issue

Label tracking.jpg File Successfully Uploaded. [Remove](#)

Place of purchase *



Complete place of purchase

Step 9: Continued

Upload Additional Information Required

Please attach your receipt*


Or Drop Files



Upload your receipt

No receipt? I understand that this may delay claim processing time.

File Successfully Uploaded.

Label tracking.jpg

[Remove](#)

Comment*

Band broken - clasp snapped faulty



Insert comments of the issue

BACK

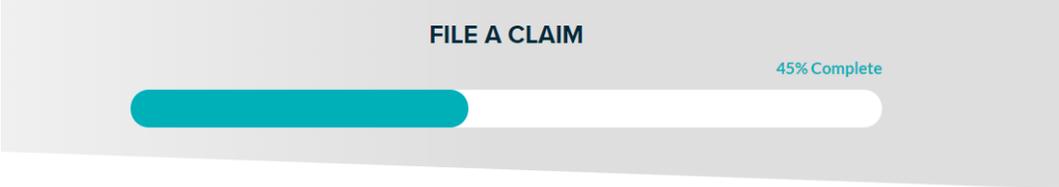
CONTINUE



Select continue

Step 10:

Select Band Colour & Band size from dropdown



Additional Information

Available Colors *
Black

Band Size *
Small

[Not sure about size?](#)

BACK CONTINUE

CANCEL

Select band colour

Select band size

Select continue

Step 11:

Complete all shipping information fields

Provide Name & Address



Provide contact number



Select continue



FILE A CLAIM 70% Complete

Shipping Information

First Name Joe	Last Name Smith
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Country Ireland	Address 1 * 76 Baggot Street
Address 2 Appartment, Suite, Unit, etc	City * Dublin

Zip code *
2

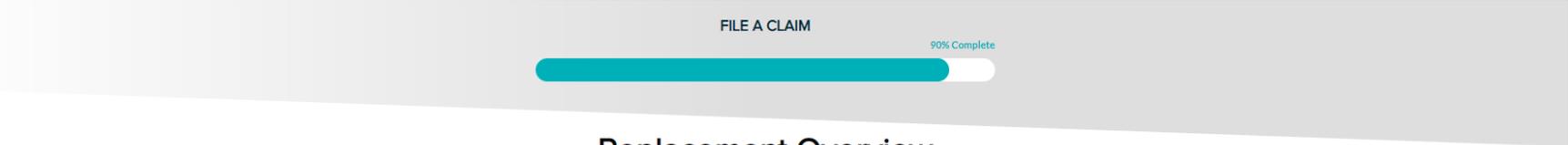
Phone Number * 0851234516

BACK CONTINUE

CANCEL

Step 12:

Review Details Provided & Submit Claim



Replacement Overview

CLAIM

Device: **Versa 2**
Claim Type: **Accessory**
Style: **Classic Band**

REPLACEMENT

Band Size: **Small**
Color: **Black**

[Edit](#)

INFORMATION

Attachment: **Label Tracking.Jpg**

Store Name: **Argos Dundrum**
Receipt: **Label Tracking.Jpg**
Comments: **Band Broken - Clasp Snapped Faulty**

[Edit](#)

SHIPPING

First Name: **Joe**
Last Name: **Smith**

Address 1: **76 Baggot Street**
Address 2:
City: **Dublin**
State:
Zip code: **02**
Country: **Ireland**

Phone Number: **0851234516**

[Edit](#)

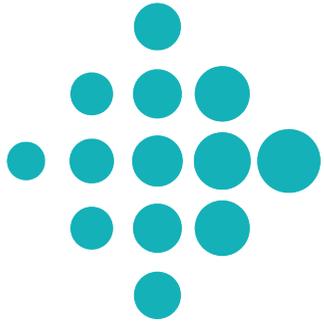
SUBMIT CLAIM

CANCEL



Submit Claim





THANK YOU