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Fitbit Canada  
P.O. Box 3049  
St. Paul, MN 55165

Attention: Fitbit Customer Service  
Subject: Defective Fitbit Charge

After reading several online reviews and speaking to a number of my running friends, I purchased a Fitbit Charge as Fitbit clearly leads the competition in both functionality and price point. The ability to track fitness levels and connect with friends through the Fitbit app, makes Fitbit an excellent product and I've happily promoted it to my friends.

Unfortunately, after 90 days of enjoying my Fitbit Charge it appears that the rubber wristband has begun to pull away from the watch face. The side of the watch face is now falling off as well.

In an effort to resolve the wristband issue, I returned to WalMart Canada, where I first purchased the watch, with both the Fitbit and the original receipt only to be advised that the store has a 30 day replacement policy and that I needed to follow up with Fitbit directly.

While I am frustrated with the experience believing that WalMart could have easily replaced the Charge and dealt with a product replacement with Fitbit itself; I am really just looking to have my Charge up and running again. Other Fitbit friends have reached out to your company when experiencing issues and shared that the Fitbit Support Team is responsive and fast. If you require pictures of the Charge or for it to be shipped back so that a replacement/fix is possible, I would be willing to send both to you.

Thank you for your attention to this matter and I look forward to hearing back by the end of the month. If you require any additional information, please feel free to contact me directly at [michelleoneill@rogers.com](mailto:michelleoneill@rogers.com).

Sincerely,

*Michelle O'Neill*

Michelle O'Neill  
Fitbit Enthusiast