

July 4, 2016  
Ms. Michelle O'Neill  
35 Lyons Avenue  
Brantford, ON N3R 4P8

Dear Ms. O'Neill,

We are pleased to hear you *found your fit* with your recent Fitbit Charge purchase. Fitbit is known for unbeatable technology, the largest fitness community, and a family of products for everyone.

You're recent experience both with a wristband failure and your frustration with one of our dealers return policy is disappointing and we apologize for this. Unfortunately, the wristband cannot be replaced because the Charge (wristband and time piece) is one complete unit, but we are committed to resolving this issue as quickly as possible.

To ensure that your Fitbit Charge is up and running, just like you, please use the self-enclosed, postage paid envelope, to send the Fitbit Charge back to us so that we can inspect the unit and either: repair the wristband or if this is not possible, send a brand new Fitbit Charge. Our commitment is to have your Fitbit, or a replacement, back to you within 7 days of receiving it at our Toronto office.

As an active Fitbit community member, we understand the inconvenience this process will cause and as a gesture to an important member, please accept the enclosed coupon code (Tz76Yf) for a 15% discount off your next Fitbit online purchase.

Yours truly,

*Ernest Millard*

Ernest Millard  
Fitbit Team Member, Customer Service Department