Reebok Smartwatch Warranty: Coverage and How to Make a Claim

Inas B. - 2026-11-01 - Before You Buy

Reebok smartwatches come with a limited warranty covering qualifying defects in materials and workmanship under normal consumer use.

If you're experiencing an issue with your watch, our Customer Service team can help determine whether it may qualify for warranty service and guide you through the process.

How do I make a warranty claim?

To help our Customer Service team review your request, please email **support.reebok@vitalist.ca** with the following information:

- **Watch model:** For example, Reebok Stride, Rush, Pulse, Icon, or Kinetic.
- **Serial number:** The serial number of your smartwatch.
- **Proof of purchase:** A copy of your original receipt or invoice showing the purchase date and seller.
- **Description of the issue:** Explain what happened, when the problem started, and what you have already tried.
- **Photos or videos:** Include these if they help demonstrate the issue.

Providing these details upfront helps us assess your request more efficiently. Our team may contact you if additional information or troubleshooting is needed.

What happens after I submit my claim?

Our Customer Service team will review the information you provide and may guide you through troubleshooting steps or request additional details to assess the issue.

Depending on the nature of the problem and the outcome of the assessment, we may:

- Request additional photos, videos, or information about the device.
- Ask you to return the smartwatch or accessory for inspection. If a return is required, our team will provide instructions and any applicable return authorization.
- Arrange a repair or replacement, where approved under the warranty.
- In certain cases, ask you to dispose of the device locally rather than return it. If this is necessary, our team will explain how to proceed and whether any confirmation or evidence of disposal is required.

Please do not return, discard, or attempt to repair your device unless our team has instructed you to do so.

If an authorized return is received, the product may undergo inspection and analysis, which can take up to 10 business days.

If a qualifying defect is confirmed, Vitalist may repair the product or replace it with a new or refurbished product of the same or a comparable model, subject to the warranty terms. The available resolution will depend on the circumstances of the claim and the warranty conditions.

What are the limitations of the warranty?

Warranty coverage is subject to certain conditions. In general:

- The warranty covers qualifying defects in materials and workmanship under normal consumer use.
- It does not cover normal wear and cosmetic deterioration.
- Damage resulting from accidents, misuse, neglect, improper handling, or storage is generally excluded.
- Damage caused by unauthorized repairs, modifications, or accessories is not covered.
- Products with altered serial numbers, broken seals, or evidence of tampering may not qualify.
- Warranty service may be limited for purchases made through unauthorized sellers or in countries where Vitalist does not officially distribute or support the product.

These are general examples, not a complete list. The full warranty policy contains the detailed coverage conditions, exclusions, and remedies.

Does the warranty apply to purchases from retailers or other countries?

Products purchased from authorized retailers and distribution partners may qualify for warranty coverage. We recommend keeping your original proof of purchase.

Warranty service is available in countries where Vitalist or its authorized resellers sell and support the products. If you purchased your watch in a country where we do not officially distribute or support it, service may be limited or unavailable in your location.

Where can I read the full warranty policy?

For the complete terms and conditions, including detailed exclusions, coverage requirements, and available remedies, please refer to our Reebok Limited Warranty.

If you have questions or need help with a potential warranty claim, contact us at **support.reebok@vitalist.ca**.