What Is the Warranty for My Vitalist Health Band?

Inas B. - 2026-11-15 - Health, Safety & Support

Your Vitalist Health Band may be covered by a warranty. The warranty terms and the process for requesting assistance depend on how you received your band.

If your band was provided by a care provider

Contact the provider or organization that supplied your band first. They can explain the warranty arrangements that apply to your device and help you with the next steps.

If you received your band directly from Vitalist

Contact Vitalist Support at **support@vitalist.ca** for help with warranty questions.

When contacting Support, include your name, the mobile number associated with your account, and your band serial number.

What if my band is damaged or stops working?

Do not try to open, repair, or modify the band yourself. The battery is not user-replaceable.

Contact your provider or Vitalist Support for guidance before attempting repairs or replacing parts.

For help preparing your message, see **Before You Contact Vitalist Support**.