

FAQs

Q. What is ActiveLink™?

A. ActiveLink combines a state-of-the-art activity monitor with a personal Web experience to seamlessly help you set personalized goals, track your activity and motivate you to reach those goals.

Q. Is ActiveLink right for me?

A. If you're currently inactive, ActiveLink will help you get started on activity, gradually and gently. And if you're already very active, ActiveLink can encourage you to become even more so...or it can simply help you maintain your current level of activity. You may have heard that activities such as cycling and swimming that don't involve much body acceleration, or are done on machines that aid body acceleration, may result in a lower number of activity **PointsPlus**® values with ActiveLink. Bear in mind that ActiveLink lets you recalculate these activities, so you can be assured that the number of activity **PointsPlus** values you're earning is correct.

Q. What does ActiveLink cost?

A. The monitor itself (ActiveLink Activity Monitor Starter Set) costs \$39.95. Then, there's a \$5.00 per month subscription fee that is billed to you in addition to your Monthly Pass or eTools subscription. When you activate your ActiveLink Activity Monitor online, you will be asked to accept the \$5.00 monthly ActiveLink subscription fee. All subscriptions automatically renew each month until you cancel.

Q. When do I get billed for ActiveLink?

A. In general, ActiveLink fees will follow the same billing cycle as Monthly Pass/eTools fees. Once you activate ActiveLink and accept the \$5.00 monthly fee, you will be able to use ActiveLink immediately, but will not be billed until your next Monthly Pass/eTools charges are processed. The \$5.00 per month subscription fee will automatically renew each month until you cancel your ActiveLink subscription.

Q. What about the cost to Lifetime Members with free eTools?

A. For Lifetime Members, free eTools codes do not cover the ActiveLink subscription. In addition to the \$39.95 purchase price, Lifetime Members will be responsible for the \$5.00 monthly ActiveLink subscription fee if they choose to subscribe.

Q. Who can buy ActiveLink?

A. Since ActiveLink links to Weight Watchers digital accounts, only members with a subscription to eTools, Monthly Pass or WeightWatchers.com can activate and use ActiveLink. Members who use the Pay As You Go payment option cannot buy ActiveLink unless they switch to Monthly Pass or sign up for a stand-alone eTools account.

Q. What are the requirements for using ActiveLink?

A. You must be a member of Weight Watchers and have a computer with Internet service and access to Weight Watchers eTools, which is included with a Monthly Pass subscription and also available as a stand-alone subscription. Monthly Pass is available in participating areas only. Members will need access

to Weight Watchers eTools before purchasing the ActiveLink Activity Monitor. An additional ActiveLink subscription is required, which automatically renews each month until you cancel. Please be aware that the ActiveLink Activity Monitor will not work without an ActiveLink subscription. ActiveLink subscriptions require payment of an additional \$5.00 per month subscription fee.

Q. Can ActiveLink be returned?

A. Because of the nature of the ActiveLink Activity Monitor and related software, we are unable to accept returns on any product once the box seals are broken. Any sealed boxes in original condition can be returned for a credit or mail-in refund. Before you purchase ActiveLink, please make sure you understand the product requirements and billing process.

Q. How do I cancel ActiveLink?

A. You can cancel ActiveLink anytime on your Account Status page on WeightWatchers.com, which you can access through the Account Settings link in the upper-right corner of your home page. Should you cancel your ActiveLink subscription, you will still be able to access your Monthly Pass/eTools services as long as those accounts remain active. However, should you elect to cancel your Monthly Pass/eTools account, your ActiveLink subscription will also be cancelled because an active Monthly Pass/eTools account is required to access the ActiveLink website.

Q. Can I re-subscribe to ActiveLink using the same ActiveLink Activity Monitor I previously canceled?

A. If you cancel your ActiveLink subscription, only you can re-subscribe using the same ActiveLink Activity Monitor, as it will only work for the original subscriber.

Q. Is the ActiveLink Activity Monitor transferable?

A. The ActiveLink Activity Monitor is not transferable.

Q. What is the warranty policy?

A. The product warranty is covered by our partner, Philips. In general, the warranty covers monitor defects for a period of 12 months from the activation date. We encourage you to read the entire warranty policy at getactivelink.com/warranty.

Q. Where can I purchase replacement clips and cases for the ActiveLink Activity Monitor?

A. At getactivelink.com/help, type "new clip" or "new case" into the Answer Center for information on ordering a replacement clip.

Q. Are there any special precautions people with pacemakers or other implantable devices should take with ActiveLink?

A. While the Activity Monitor is compliant with the norms set by the FCC regarding these types of products, we recommend you consult with your cardiologist or electrophysiologist (EP) if you have a pacemaker or implantable cardioverter defibrillator before purchasing ActiveLink. For more information go to www.getactivelink.com/help.

Q. Where should I go if I have additional questions on ActiveLink?

A. You can visit getactivelink.com/help or ask a Weight Watchers Leader or Receptionist.