



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WESTERN REGION SAN FRANCISCO

Kerry O'Brien
Regional Director

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90 Seventh Street
Suite 14-300
San Francisco, California 94103

July 3, 2024

Via Federal Express

Brian Angel
Chief Executive Officer
InMovement LLC
2580 E. Harmony Rd. #201-30
Fort Collins CO 80528

Compliance Warning Re: Magnuson-Moss Warranty Act

Dear Mr. Angel:

The Federal Trade Commission (“FTC” or “Commission”), the nation’s consumer protection agency, enforces the Federal Trade Commission Act (“FTC Act”), 15 U.S.C. § 45, which prohibits unfair or deceptive acts or practices in or affecting commerce. The FTC Act requires that any representations be truthful and non-misleading. The FTC also enforces the Magnuson-Moss Warranty Act (“the Warranty Act”), 15 U.S.C. §§ 2301–2312. The Warranty Act is a law that governs consumer product warranties and, among other things, establishes disclosure standards for written warranties. The Warranty Act prohibits warrantors of consumer products costing more than five dollars from conditioning their written warranties on a consumer’s use of any article or service, such as repair service, which is identified by brand, trade, or corporate name, unless (1) the warranty states the article or service will be provided to the consumer for free, or (2) the warrantor has been granted a waiver by the Commission.¹ Similarly, warranty language that *implies* to a consumer acting reasonably under the circumstances that warranty coverage requires the consumer to purchase an article or service identified by brand, trade or corporate name is similarly deceptive and prohibited.² A violation of

¹ 15 U.S.C. § 2302(c). A warrantor may apply for a waiver by demonstrating to the Commission that the warranted product will function properly only if the article or service so identified is used in connection with the warranted product and that the waiver is in the public interest.

² 16 C.F.R. 700.10; 15 U.S.C. § 2310(c).

the Warranty Act is a violation of Section 5 of the FTC Act, and the FTC has previously brought actions against companies for this type of Section 5 violation.³

In addition, claims by a warrantor that create a false impression that a warranty would be void due to the use of unauthorized parts or service may, apart from the Warranty Act, constitute a deceptive practice under Section 5 of the FTC Act.⁴ Absent a Commission waiver pursuant to Section 2302(c) of the Warranty Act, a warrantor claiming or suggesting that a warranty is void simply because a consumer used unauthorized parts or service would have no basis for such a claim.

The FTC's Western Region San Francisco has reviewed written warranty materials related to products offered by InMovement LLC ("InMovement") available on inmovement.com. Staff has concerns about certain representations InMovement is making regarding its warranty coverage. In particular, staff is concerned about the following statements in InMovement's written warranty:

In order to honor our product warranty and to ensure the safe and efficient operation of your InMovement product, only components supplied by InMovement may be used and installed by a technician authorized by InMovement. The warranty is void if any components other than those provided by InMovement are used or the treadmills has been serviced or adjusted by someone NOT authorized by InMovement.

Staff similarly would be concerned about any additional representations made by InMovement that state or imply that its warranty coverage requires a consumer to purchase an article or service identified by InMovement or another brand, trade or corporate name. Furthermore, staff would be concerned if InMovement, in practice, denied warranty coverage based on the warranty provisions quoted above or any similar provision.

This letter places you on notice that violations of the Warranty and FTC Acts may result in legal action. FTC investigators have copied and preserved the online pages in question, and we plan to review your company's written warranty and promotional materials after 30 days. You should review the Warranty and FTC Acts and, if necessary, revise your practices to comply with the Acts' requirements. By sending this letter, we do not waive the FTC's right to take law enforcement action and seek appropriate injunctive and monetary remedies against InMovement based on past or future violations.

³ See, e.g., Decision and Order, *In re Harley-Davidson Motor Co. Grp., LLC*, FTC Docket No. C-4778 (Oct. 21, 2022), https://www.ftc.gov/system/files/ftc_gov/pdf/2123140-Harley-Davidson-combined-package-without-signatures.pdf; Decision and Order, *In re Weber-Stephen Prods. LLC*, FTC Docket No. C-4775 (Sept. 14, 2022), https://www.ftc.gov/system/files/ftc_gov/pdf/Weber-Stephen%20Decision%20and%20Order.pdf; Decision and Order, *In re MWE Invs., LLC*, FTC Docket No. C-4774 (Aug. 11, 2022), https://www.ftc.gov/system/files/ftc_gov/pdf/222%203012%20%20Westinghouse%20Decision%20and%20Order.pdf.

⁴ 15 U.S.C. § 45(a); 80 Fed. Reg. 42710, 42713 (July 20, 2015) (citing Letter from James C. Miller III, Chairman, Fed. Trade Comm'n, et al., to Rep. John D. Dingell (Oct. 14, 1983), reprinted in *Cliffdale Assocs., Inc.*, 103 F.T.C. 110, 174 (1984), https://www.ftc.gov/system/files/documents/public_statements/410531/831014_deceptionstmt.pdf).

Thank you for your attention to this matter. Please direct any inquiries concerning this letter to Abdiel Lewis at alewis4@ftc.gov and Alyssa Wu at awu1@ftc.gov.

Sincerely,

A handwritten signature in blue ink that reads "Kerry O'Brien". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Kerry O'Brien
Regional Director
Western Region San Francisco