



# Warranty Information

## **SPRINGFREE TRAMPOLINE WARRANTY**

Springfree Trampoline and its authorized service partners warrant your Springfree Trampoline against original defects in material and workmanship.

The warranty period begins from the date of purchase (proof of purchase required).

## **WARRANTY PERIOD**

Frame 4 years

Rods 1 year

Mat and Net 1 year

This warranty provides, at no extra cost to you, all parts necessary to ensure your trampoline is in proper working condition throughout the above mentioned warranty periods. Customers should note that the warranty is only valid when the trampoline is used for private household purposes in accordance with the Springfree Trampoline Owner's Manual.

The warranty is not valid for customers who use the trampoline for non-private household purposes (e.g. for commercial or rental purposes).

## **ACCESSORIES**

All Springfree Trampoline Accessories are covered by a one year warranty, except the Springfree FlexrBall which has a 3 month warranty.

## **SPARE PARTS**

All Springfree Trampoline purchased spare parts come with a one year warranty for the original purchaser (warranty is not transferable.) Proof of purchase is required.

## **QUALITY YOU CAN TRUST**

Buying a Springfree Trampoline is a family investment. Our commitment to manufacturing the highest quality product means peace of mind for you.

We warrant our products to be free of defects in material and workmanship under normal domestic use and service conditions which do not include general wear and tear, burns, cuts or snags.

## **WHAT IS NOT COVERED**

This limited warranty is subject to the following terms:

For customers whose trampoline is subjected to sea spray or who reside within 4 km or less of a saltwater environment, the warranty on the steel frame shall be reduced by 50%.

Springfree Trampoline shall not be liable for costs, damages or repairs incurred because of:

- Trampolines purchased from an unauthorized dealer.
- Improper installation not in accordance with the User Guide and Trampoline & Enclosure Assembly Instructions.
- Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the User Guide and Trampoline & Enclosure Assembly Instructions.
- External sources such as weather, theft, fire damage, cuts or vandalism.
- Repairs or alterations carried out by customer.

This limited warranty does not cover misuse or minor imperfections in trampolines that meet design specifications or do not materially alter functionality. This limited warranty does not cover expenses related to on-site labor, travel, assembly or disassembly or other charges associated with the repair or replacement of covered components.

## **SUBMITTING YOUR WARRANTY CLAIM**

If you believe your Springfree Trampoline has a manufacturing fault or a product defect and you need to make a warranty claim, locate and contact your nearest Springfree Trampoline customer service center at [www.springfree.com](http://www.springfree.com).

### **OUR OFFICIAL SPRINGFREE DEALER IN THAILAND**

Springfree Trampoline (Thailand) Co., Ltd.

928 Moo 9 Sukhumvit 107,

Tambon Samrong Nuer,

Amphur Muang Samutprakarn,

Samutprakarn 10270

E: [springfree.thailand@gmail.com](mailto:springfree.thailand@gmail.com) P: +66 (02) 175-6095

The terms of the limited warranty require that you contact Springfree Trampoline (Thailand) Co., Ltd via email providing your model's name, serial number, date and place of purchase and a scan of your purchase receipt along with photos, video and explanation of the damage or defective of the product.

Shipping costs associated with approved warranty claims lodged within 30 days from the date of purchase will be covered by Springfree Trampoline. Beyond this 30 day period, all shipping costs are the responsibility of the customer. Replacement parts provided under this warranty do not extend the period of the warranty.

### **WARRANTY LIMITATIONS**

Springfree Trampoline is not responsible or liable for indirect, special or consequential damages arising out of or in connection with the use or performance of the product or any other damages with respect to any economic loss, loss of property, loss of revenue or profits, loss of enjoyment or use, cost of removal, installation, disassembly or other consequential damages.

Springfree Trampoline will not be liable for any consequential damage or incidental damage you may incur in connection with your purchase and use of your trampoline.

This limited warranty is not transferable and applies only to the consumer who originally purchased the trampoline. If you need replacement parts but your warranty has expired, you can purchase them by contacting your nearest Springfree Trampoline customer service center.