

Springfree™ Trampoline - Limited Trampoline Warranty

Springfree™ New Zealand Ltd warrants its products to be free of defects in material and workmanship under normal domestic recreational use and service conditions. The various component parts of the Springfree™ Trampoline are warranted against failure and defects in workmanship as follows:

Steel Frame 10 years
Jumping Mat 2 years
Fibreglass Rods 2 years
FlexiNet™ 1 year

The warranty in respect of the mat and the enclosure net does not cover normal wear & tear (e.g. stitching wear due to use), burns, cuts or snags. The warranty on the frame does not cover surface rust, resulting from chips or scratches sustained during normal use. Warranty claims resulting from manufacturing QA defects e.g. cuts in mat, broken cleats, tears in net, missing components etc must be reported within 7 days of the product being assembled at your premises. Warranty claims for these manufacturing QA related defects lodged outside the initial 7 days use period may be rejected by Springfree™ New Zealand Ltd.

SPRINGFREE™ NEW ZEALAND LTD 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 OR OTHER CONSEQUENTIAL DAMAGES. SOME STATES/TERRITORIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THE WARRANTY EXTENDED HEREUNDER IS IN LIEU OF ALL OTHER WARRANTIES AND ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN ITS SCOPE AND DURATION TO THE TERMS SET FORTH HEREIN. SOME STATES/TERRITORIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. ACCORDINGLY THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY IS NOT TRANSFERRABLE.

HOW TO MAKE A WARRANTY CLAIM

Photocopy and complete the warranty authorisation form at the back of your product manual, and then either scan and email it or fax it to us.

- Email to – kim@springfree.co.nz
- Fax to – 03-963-6999

You will then be contacted within 7 working days. A Springfree New Zealand representative may ask you to forward digital images of the fault for which a claim is being made. If the Warranty Claim is accepted, then:

- (a)** Carefully package, label and attach the serial number (found on the frame) and return the defective part to Springfree™ New Zealand Ltd, 125 Blenheim Road, Riccarton, Christchurch, New Zealand via economy mail (Freight Collect);
- (b)** Following receipt of the defective part, Springfree™ New Zealand Ltd will either repair or replace the defective part and return to your nominated delivery address. Freight charges to be paid by Springfree™ New Zealand Ltd;
- (c)** At its sole discretion, Springfree™ New Zealand Ltd may agree to ship a warranty replacement part prior to receipt of the defective part. To assist in this regard emailed photographs of the defective part/s can be helpful in assessing the claim.
- (d)** Springfree™ New Zealand Ltd will within reasonable time, repair or replace a faulty product free of charge, covering parts or labour. At its sole discretion, Springfree™ New Zealand Ltd may not cover labour costs if the product is found to be in good working order, is not the result of manufacturing QA defects and installation was not purchased with the original order.

This warranty gives you specific rights. You may also have other rights, which vary, from one state or territory to another.