

## **Joolz warranty conditions – United Kingdom, Ireland, Sweden, Hong Kong, Singapore & Croatia**

### **Enjoy the ride**

At Joolz, we believe that good parenting is all about being happy. That's why we offer you the building blocks to spark your life with positivity. Whatever defines your happiness, go after it and live it. Our ergonomic pushchairs, car seats and (organic) accessories are designed to ensure you enjoy the ride.

All Joolz products comply with the international safety and quality standards in the countries where the products are sold. To ensure that you can keep on strolling in happiness with your little one, we offer two types of warranty. Their coverage is the same, only the duration is different. Which warranty applies to you, is explained below.

### **Joolz Lifetime warranty**

Joolz offers lifetime warranty on a selection of its pushchairs: the Joolz Day<sup>3</sup>, Joolz Hub & Joolz Geo<sup>2</sup>. To be eligible for the lifetime warranty, all you have to do is register your Joolz pushchair on [register.joolz.com](https://register.joolz.com) within six months of purchase and keep your original proof purchase, including a purchase date. By registering your Joolz pushchair, you explicitly agree to the terms of the lifetime warranty. Please note that this lifetime warranty is only valid for the original owner and is not transferable. For availability of the lifetime warranty in your country, please check our website.

We cover all material and manufacturing faults of the Joolz pushchair. To ensure that your warranty is valid, the use of your pushchair must be in accordance with our user manual and instruction movies.

### **Joolz two-year warranty**

If you do not register your Joolz pushchair within six months of purchase, or if your pushchair is not eligible for lifetime warranty, you will receive a two-year warranty. This two-year warranty also applies to all Joolz accessories. To be eligible, you have to keep your original proof of purchase, including a purchase date. Similar to the lifetime warranty, this two-year warranty is only valid for the first owner and is not transferable. The warranty covers all material and manufacturing faults. To ensure that your warranty is valid, the use of your pushchair must be in accordance with our user manual and instruction movies. Please note any repairs do not extend the two-year warranty period.

### **There is something wrong with my Joolz pushchair. What should I do?**

If your Joolz pushchair is no longer working properly, you should contact the store where you bought it. If you purchased the pushchair at the Joolz webshop, please contact the Joolz customer service. Depending on the problem, they or we will give you advice and come up with a suitable solution. In any case, we will ensure that your pushchair is "on the road" as quickly as possible, either through repair or (temporary) replacement.

### **Service with lifetime warranty**

To have your Joolz pushchair repaired under the lifetime warranty, we need three things: your proof of purchase including a purchase date, your lifetime warranty certificate and any form of personal identification. You will receive the certificate after you have registered your Joolz pushchair on our website. The registration must be done within six months of your purchase. If your repair is under warranty, we will pay the repair or replacements costs, including the shipping costs to and from our service department. If the service is not covered by the warranty we will ask you to cover the costs.

Lifetime warranty is restricted to the country of purchase, meaning you should go back to the store where you purchased the pushchair originally.

### **Service with two-year warranty**

To have your Joolz pushchair repaired under the two-year warranty, we need your proof of purchase including a purchase date. If your repair is under warranty, we will pay the repair or replacement costs, including the shipping costs to and from our service department. If the service is not covered by the warranty, we will ask you to cover the costs. The two year warranty is restricted to the country of purchase, meaning you should go back to the store where you purchased the pushchair originally.

### **What is not covered by the Joolz warranty**

Our warranty does not cover:

- (1) Defects caused by ordinary wear and tear, such as worn wheels and fabrics by everyday use, scratches on the aluminium and/or metal and natural discolouration of materials over time or by not following the maintenance instructions
- (2) Damage to wheels such as holes and tears
- (3) Damage caused by accidents, improper use, negligence, fire, contact with liquids or another external cause
- (4) Damage resulting from non-compliance with the instruction manual, instruction movies or other Joolz guidelines
- (5) Damage caused by another product, including accessories
- (6) Damage by service or repair by an unofficial representative of Joolz
- (7) Theft
- (8) Air transportation or freight damage

### **Warranty limitations**

This warranty is limited to consumer-buyers of the product for their personal use or personal family or household purposes. This warranty does not extend to unauthorized purchasers of the product intended for resale or purchasers who intend to use this product for commercial use such as rental of the product to others.

The warranty does not apply when the pushchair is bought at an un-authorized retailer. A list of authorized Joolz retailers can be found [here](#).

### **Consumer rights**

Every consumer has rights that arise from consumer legislation and that can vary per country/state. The consumer rights that apply in your country are not affected by this warranty. Our warranty is covered by Dutch legislation and is in accordance with European Directive 99/44 / EC of 25 May 1999.

This warranty is issued by Milk Design B.V. acting as Joolz. We are registered in the Netherlands under number 34207265 with our head office in Amsterdam. The address is Distelweg 89, 1031HD Amsterdam

In case of any translation differences, the English (UK) version of the Joolz warranty conditions prevails.