



EUROJUMPER – WARRANTY POLICY (2026 Edition)

1. WHAT IS COVERED

The following components are covered under standard warranty:

- Steel structure (frame, joints, welds): 24 months
- Aluminum construction components: 24 months
- Pulleys, pins, mechanical joints (non-driven): 12 months

2. WHAT IS NOT COVERED

The following components are excluded due to operational or consumable nature:

- Electric winches and drive units Limited to 3-month warranty, covering only Dead On Arrival (DOA) cases. Any malfunction caused by operational use, moisture, rope handling, overloading or power issues is excluded.
- Bungee cords (rubber ropes): excluded – consumable
- Harnesses: excluded – consumable
- Cables, connectors, ropes: excluded – wear parts
- Jumping mats (bounce surfaces)
- Trampoline edge covers / padding

3. VOID CONDITIONS

Warranty is void if:

- Winch is exposed to water, humidity, condensation
- Incorrect power supply (e.g. generators, unstable voltage)
- Manual manipulation of steel rope
- Slack rope operation or overload

- Modifications or unauthorized repairs
- Non-original parts used

4. WARRANTY CLAIMS

Clients must submit:

- Device serial number
- Full video or photo documentation
- Description of recent operation
- Confirmation of correct use and environment

Only factory defects during compliant use are covered. All operational damage is excluded.

Review Process Timeline: All warranty claims will be reviewed within 2 weeks of receipt of complete documentation.

5. WARRANTY START DATE

The warranty period begins from the date of purchase as evidenced by the sales invoice or purchase order. Proof of purchase is required for all warranty claims.

6. GEOGRAPHIC COVERAGE

This warranty is valid worldwide for products purchased from EuroJumper or its authorized distributors.

7. TRANSPORTATION COSTS

- Customer Responsibility: The customer bears the cost of shipping defective products to EuroJumper for warranty evaluation and repair.
- EuroJumper Responsibility: Upon completion of warranty repairs or replacement, EuroJumper will ship the product back to the customer at EuroJumper's expense.
- The customer is responsible for proper packaging to prevent damage during transport to our facility.

8. LIMITATION OF LIABILITY

This warranty is limited to repair or replacement of defective parts. EuroJumper's liability under this warranty is limited to the purchase price of the defective product.

EuroJumper shall not be liable for:

- Loss of use, downtime, or loss of business
- Injury to persons or property
- Damage caused by improper installation, operation, or maintenance
- Costs associated with removal, installation, or reinstallation
- Damage caused by accident, abuse, misuse, or acts of nature
- Economic losses of any kind

TO THE MAXIMUM EXTENT PERMITTED BY LAW, EUROJUMPER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL EUROJUMPER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF USE, OR LOSS OF DATA, EVEN IF EUROJUMPER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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