

Warranty

Our 24-month warranty reflects our confidence in the high quality of our design, engineering, production and product performance.

We confirm that this product was manufactured in accordance with the current European safety requirements and quality standards applicable to this product, and that it is free from defects in materials and workmanship at the time of purchase.

Our 24-month warranty covers all manufacturing defects in materials and workmanship when the product is used in normal conditions and in accordance with our user manual.

To request repairs or spare parts under warranty for defects in materials and workmanship, you must present your proof of purchase. Purchase must have been made within the 24 months before the service request.

What our warranty doesn't cover

Our 24-month warranty does not cover damage caused by:

- normal wear and tear
- accidents
- abusive use
- negligence
- the consequences of failing to comply with the user manual

Examples of normal wear and tear include wheels and fabric worn down by regular use, and the natural breakdown of colors and materials over an extended period of time and use.

What to do if there's a problem

If problems or defects arise, your first point of contact is your Safety 1st dealer or retailer. Our 24-month warranty is recognized by them¹.

You must present your proof of purchase, made within the 24 months before the service request. It is easiest if you get your service request pre-approved by Safety 1st Service.

In principle, we pay for shipping and return freight connected to service requests under the warranty. Damage not covered by our warranty or to products out of warranty can be handled at a reasonable fee.

This warranty is in compliance with European Directive 99/44/EG of 25 May 1999.

(1) Products purchased from retailers or dealers that remove or change labels or identification numbers are considered unauthorized. Products purchased from unauthorized retailers are also

considered unauthorized. No warranty applies to these products as we cannot ascertain their authenticity.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.