

Warranty

PLEASE NOTE: Blast Zone Printed Literature and Instruction manuals may list the warranty period as 90 days. This ONE YEAR warranty supersedes printed literature, and entitles the owner to a warranty of ONE YEAR, regardless of the printed media.

WARRANTIES

BLAST ZONE ® ONE YEAR LIMITED WARRANTY (Residential Inflatables)

Blast Zone ® Residential Grade Inflatables are warranted to be free of defects in material and workmanship for ONE YEAR from date of purchase. In order to establish eligibility, your original order number will be required. In the rare case of defect, products covered by this Blast Zone ® Limited Warranty will be repaired or replaced at no cost to you. Blast Zone will, at its election, replace or make appropriate adjustment or repair to the product where Blast Zone's ® inspection discloses any defects in material or workmanship occurring in normal usage within ONE YEAR after purchase. Please note that in order to expedite processing, in some circumstances it may be necessary for you to send photographs of the product for Blast Zone's ® evaluation, or to cut off and return your Product's blower tube to Blast Zone ®. If return shipping of a product covered under this Limited Warranty is required, Blast Zone ® will pay the reasonable charges for such shipping at no cost to you. Products requiring replacement will be replaced with the same product, or a similar product of equal or greater value.

What This Limited Warranty Does Not Cover:

While Blast Zone ® Residential Grade Inflatables are designed to withstand the tests of time under residential use conditions, they are not designed or sold for Commercial or Rental use, and all warranties are void under such circumstances. If you are looking for a Commercial or Rental Grade Inflatable, please see our selection of Commercial or Rental Inflatables.

This Limited Warranty Shall Not Apply To Any Blast Zone ® Product:

- Subject to misuse, whether due to intentional acts, common negligence, or accident.
- That is not operated in accordance with the printed instructions that accompany the product.
- That has been operated beyond the rated capacity of the product or in extreme weather conditions.
- That has been repaired or altered by anyone other than Blast Zone ®.
- That develops mold or mildew because it was stored wet. (IMPORTANT: It is crucial that all products and items, especially water parks, be STORED DRY. Mildew or mold may develop if stored wet and this Limited Warranty does not cover the presence of mild or mildew due to improper care or storage.)

How To Obtain Warranty Service:

DO NOT RETURN TO STORE.

To obtain warranty service, please contact Blast Zone ® by calling (877) 889-4685, or emailing service@vortexco.com. Replacements may take up to four (4) weeks for delivery. Please be prepared to provide us with your original order number. In some circumstances, the retailer's warranty may supersede Blast Zone's ® Limited Warranty. Under those circumstances, you may be required to contact your Blast Zone ® retailer. If you have any questions, please contact us and we will instruct you on how to proceed.

Note: Blast Zone ® Inflatables are designed to release air pressure through the seams and material. It is normal to feel or hear air escaping or see bubbles in water parks. Pin holes are a normal part of the manufacturing process, and are not cause for concern.

The sole and exclusive remedy of buyer under this Limited Warranty is Blast Zone's ® obligation to repair or replace the product at no cost to the buyer for ONE YEAR from the purchase date. IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. BLAST ZONE ® EXPRESSLY DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES BEYOND SHIPPING COSTS FOR COVERED PRODUCTS.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

This Is Blast Zone's ® Exclusive Residential Grade Inflatable Written Warranty

BLAST ZONE ® TWO (2) YEAR LIMITED WARRANTY (Commercial Inflatables)

Blast Zone ® Commercial/Rental Grade Inflatables are warranted to be free of defects in material and workmanship for Two (2) Years from date of purchase. In order to establish eligibility, your original order number will be required. In the rare case of defect, products covered by this Blast Zone ® Limited Warranty will be repaired or replaced at no cost to you. Blast Zone ® will, at its election, replace or make appropriate adjustment or repair to the product where Blast Zone's ® inspection discloses any defects in material and workmanship occurring in normal usage within Two (2) Years after purchase. Please note that in order to expedite processing, in some circumstances it may be necessary for you to send photographs of the product for Blast Zone's ® evaluation, or to cut off and return your Product's blower tube to Blast Zone ®. If return shipping of a product covered under this Limited Warranty is required,

Blast Zone ® will pay the reasonable charges for such shipping at no cost to you. Products requiring replacement will be replaced with the same product, or a similar product of equal or greater value. Replaceable surfaces such as slide covers, and climbing surfaces are expected to wear out, which is why they are replaceable, and are not covered under warranty.

This Limited Warranty Shall Not Apply To Any Blast Zone ® Product:

- Subject to misuse, whether due to intentional acts, common negligence, or accident.
- That is not operated in accordance with the printed instructions that accompany the product.
- That has been operated beyond the rated capacity of the product or in extreme weather conditions.
- That has been repaired or altered by anyone other than Blast Zone ®.
- Where timely written notice of defect has not been received by Blast Zone ®. (see below)
- That develops mold or mildew because it was stored wet. (IMPORTANT: It is crucial that all products and items, especially water parks, be STORED DRY. Mildew or mold may develop if stored wet and this Limited Warranty does not cover the presence of mild or mildew due to improper care or storage.)

How To Obtain Warranty Service:

DO NOT RETURN TO STORE

To obtain warranty service, please send WRITTEN NOTIFICATION of defect WITHIN 30 DAYS OF DISCOVERY of such defect to: (877) 889-4685, or emailing service@vortexco.com. Replacements may take up to four (4) weeks for delivery. Please be prepared to provide us with your original order number. In some circumstances, the retailer's warranty may supersede Blast Zone's ® Limited Warranty. Under those circumstances, you may be required to contact your Blast Zone ® retailer. Please contact us and we will instruct you on how to proceed.

Note: Blast Zone ® Inflatables are designed to release air pressure through the seams and material. It is normal to feel or hear air escaping or see bubbles in water parks. Pin holes are a normal part of the manufacturing process, and are not cause for concern.

The sole and exclusive remedy of buyer under this Limited Warranty is Blast Zone's ® obligation to repair or replace the product at no cost to the buyer for Two (2) Years from the purchase date, provided that buyer shall notify Blast Zone ® in writing of such defect within Thirty (30) Days of the discovery of such defect. Such writing shall describe nature of defect and include original order number to confirm eligibility. In the absence of such timely notice, buyer shall be barred from this or other remedies.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. BLAST ZONE ® EXPRESSLY DISCLAIMS ANY WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSES OF

BUYER. TO THE EXTENT THAT SOME STATES DO NOT PERMIT FOR THE DISCLAIMER OF IMPLIED WARRANTIES, ANY SUCH WARRANTIES THAT ARISE ARE EXPRESSLY LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF PURCHASE.

BLAST ZONE ® EXPRESSLY DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, DOWNTIME, OR OTHER MONETARY LOSS) BEYOND SHIPPING COSTS FOR COVERED PRODUCTS.

Some states do not allow for the exclusion or limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

This Is Blast Zone's ® Exclusive Commercial/Rental Grade Inflatable Written Warranty

BLAST ZONE ® RETURN POLICY

Blast Zone ® is committed to ensuring customer satisfaction with its products, but please note that Blast Zone ® does not provide "Free Rentals". Our product return policy is explained below:

New Products In Unopened Packaging: New, unused products or items with unopened packaging may be returned for refund. Returns of these products may be subject to a restocking fee equivalent to 20% of the purchase price.

Used Products: Blast Zone ® DOES NOT provide refunds for products or items that have been opened or used.

Note: In some circumstances, the retailer's return policy may supersede Blast Zone's ® Return Policy. Under those circumstances, you may be required to contact your Blast Zone ® retailer.

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.