

Warranty

We provide a warranty for most of our products. The warranty may be for one (1) to ten (10) years, depending on the product. The warranty period and any more detailed warranty specifications can be found in the product specs of the product in question in our online store.

The products we sell are warranted against manufacturing defects in materials and workmanship under normal residential use and usage conditions by the original end user/consumer. The warranty covers private use unless a warranty for public use is stated separately. The warranty period starts from the shipping date. If you receive a product with a defective part, please make sure you contact our customer service right away.

While the warranty covers manufacturing defects in materials and workmanship, it does not cover damages caused by:

- wind, lightning, flooding, natural disasters, or any other weather-related events;
- accidental or purposeful burns, cuts, punctures, snags or other vandalism;
- abuse, misuse, and improper or abnormal usage;
- failure to follow directions, improper installation, improper maintenance, installation or use of incompatible accessories or parts, alteration or attachments to equipment other than ACON's products that are intended for use with the product;
- Commercial or rental use;
- Any other cause not arising from defects in material and workmanship.

Normal wear & tear and weathering is to be expected, and as such cosmetic issues such as fading and UV deterioration, surface rust and scratches, and other issues such as normal stretching of materials over time are not manufacturing defects in materials.

In the case of a warranty claim, we will repair or replace damaged part(s) or component(s) which suffered from manufacturing defect. Please contact maria.gugenhimer@fitshop.de to file a claim. When filing a claim, please provide your order number, a description of use and issue as well as pictures so our team

may evaluate the cause and come to a proper resolution. For orders shipped outside of EU, UK and to countries/regions within the EU that require special shipping arrangements (such as Islands), customers are responsible for the delivery costs of claim parts as well as return costs.

Frame	10 years
Jumping Mat	5 years
Springs	5 years (12ft, 14ft, 15ft, 13HD, 16HD, ACON X); 2 years (6ft, 10ft)
Safety Pad	2 years
Enclosure	1 year
Ladder	1 year
Warranty Registration	Automatic warranty; no need for registration
Lifetime Spare Part Availability Guarantee	Yes