

## Warranty

### 3 Year Limited Warranty

Outstanding quality and thoughtful details are built into every aspect of every teutonia stroller. We warrant this product to be free from defects in material and workmanship existing at the time of manufacture for a period of three years from the date of initial purchase (sales receipt is required for proof of purchase). If such a defect is discovered during the warranty period, we will, at our sole option, repair or replace your product at no cost to you.

This warranty does not cover claims resulting from misuse, failure to follow the instructions on installation, maintenance and use, abuse, alteration, involvement in an accident, and normal wear and tear.

THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, WRITTEN OR ORAL, INCLUDING BUT NOT LIMITED TO ANY EXPRESS WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS EXPRESSLY LIMITED TO THIS WARRANTY PERIOD.

Some states do not allow limitations on how long an implied warranty lasts; therefore, the above limitations and exclusions may not apply to you.

THE CUSTOMER'S EXCLUSIVE REMEDY FOR BREACH OF THIS LIMITED WARRANTY OR OF ANY IMPLIED WARRANTY OR OF ANY OTHER OBLIGATION ARISING BY OPERATION OF LAW OR OTHERWISE SHALL BE LIMITED AS SPECIFIED HEREIN TO REPAIR OR REPLACEMENT, AT OUR SOLE OPTION. IN ANY EVENT, RESPONSIBILITY FOR SPECIAL, INCIDENTAL AND CONSEQUENTIAL DAMAGES IS EXPRESSLY EXCLUDED.

Some states do not allow an exclusion or limitation of special, incidental or consequential damages, therefore, that limitation or exclusion may not apply to you.

This limited warranty gives you specific legal rights, and you may have other rights that vary from state to state or province to province.

### **For warranty service or replacement part information:**

**USA:** Please call 1.877.838.8664, or write to Consumer Services, teutonia USA, 150 Oaklands Boulevard, Exton, PA 19341

*For some examples of what is covered and not covered, see next page. Please note that this is not an exhaustive list and for specific questions please contact teutonia USA.*

## **What to do in the event of a product warranty issue?**

### *What is covered under warranty?*

Claims under warranty cover any defective materials or workmanship apparent at the time of the purchase. The warranty does not cover:

- Natural symptoms of wear and team or damage due to excessive use
- Damage due to unsuitable or incorrect use
- Damage due to faulty assembly or use
- Damage due to carelessness or poor maintenance of the stroller
- Damage due to incorrect modifications of the stroller
- Products must be reported immediately to prevent sequential damage

### **Specific warranty coverage, is it covered?**

- **Rust:** Frame is provided with a protective coating, If it is not serviced or is treated badly, however, rust spots may form. This is not covered under warranty.
- **Scratches:** Scratches are considered normal symptoms or wear and tear; not covered.
- **Mold:** textiles which have got damp and then not dried properly (see instructions for use) may go moldy and do present poor workmanship.
- **Fabric Fading:** Sunlight, sweat, cleaning agents, wear (especially at points within easy reach) or over frequent washing can all lead to fading; fading is not covered.
- **Pilling of Fabrics:** Pilling is possible and is not covered. You can use a lint brush to eliminate the majority of the pilling.
- **Torn Seams/Snaps/Fabric:** Please check carefully before purchase, to see all fabric parts, seams and snaps are properly sewn and attached and ensure all the zippers work properly.
- **Wheels:** Worn wheels are natural symptoms of wear and are not covered under warranty. Slight wheel imbalance may occur due to the production process and is not a covered defect.

## **What should you do before purchasing?**

Please fill out the official teutonia registration form with the authorized dealer to record your stroller in teutonia system.

### *What is the procedure in the event of a product issue?*

If you find a defect, please contact teutonia USA directly so that we can resolve your product concern.

### *Use, Care and Maintenance.*

The stroller is to be cared for and maintained in accordance with the instructions for the use in order to maintain its original quality.

## **Please note only original teutonia accessories and spare parts may be used on teutonia product.**

teutonia USA Contact Information

1.877.838.8664

150 Oaklands Blvd

Exton, PA 19341

## Check list

Name: \_\_\_\_\_

Stroller name: \_\_\_\_\_

Address: \_\_\_\_\_

Model number: \_\_\_\_\_

\_\_\_\_\_

Fabric pattern: \_\_\_\_\_

Zip code: \_\_\_\_\_

Accessories: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_

e-mail: \_\_\_\_\_

\_\_\_\_\_

## Filled out by customer

- Product complete  OK  
Function checked  OK  
Folding mechanism  OK  
Ride characteristics  OK  
Wheels checked  OK  
Adjusting mechanisms checked  OK  
Brake safety checked  OK  
Suspension checked  OK

### **Good condition**

#### **Check frame**

(especially for damages to paintwork, scratches, and other obvious defects)

OK

#### **Check fabric parts**

(Especially for tears, seams, snaps)

OK

#### **Check plastic parts**

OK

I have checked the stroller and am satisfied that it has been supplied in its entirety and that all functions are working properly.

I have found the following defects: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

These will be rectified either by:

repair  replacement

I have received adequate information about the product and its functions prior to purchase, I am aware of the care and maintenance instructions **and most particularly, have obtained a copy of the instructions for use with the information they contain regarding my rights in the event of a complaint.**

\_\_\_\_\_ Date of purchase

\_\_\_\_\_ Customer (signature)

\_\_\_\_\_ Dealer (signature)

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