



Trends for Kids USA, LLC Warranty Information

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All Trends for Kids products have a full 12 month warranty. Because Trends for Kids understands the importance of your child's safety, all Trends for Kids strollers have undergone extensive testing and have been approved under stringent European safety standards such as the German TUV and GS. However, it is always possible that the item could be recalled or require a safety notification. In either case, we can only reach you if we have your contact details.

By filling in **the warranty registration**, you help us by registering your product for recall and safety notification purposes and you help us to better know our customers.

Trends for Kids USA, LLC warrants its products to be free from defects in material and workmanship existing at the time of manufacture for a period of one year from the date of initial purchase. Your original dated sales or delivery receipt showing the date of purchase is your proof of purchase. If such a defect is discovered during the Limited Warranty period, we will, at our sole option, repair or replace your product at no cost to you.

For warranty, service or replacement part information, contact the authorized Trends for Kids retailer where you purchased your product.

This is actually the retailer warranty policy but the same rules apply for customers.

- Returns to Trends for Kids USA, LLC are allowed for authorized warranty issues ONLY.
- Our Warranty does not include Pick up, Delivery, Service Calls and Temporary replacement while item is being repaired or assessed.
- The retailer must pay for return freight to Trends for Kids USA, LLC. We accept no charge backs, or return freight fees generated by you, the retailer.
- No returns will be accepted without a Return Authorization number.

All claims must be made directly to the Authorized Dealer where product was purchased.

Shipping and handling must be paid for by the consumer. Upon receipt, Trends for Kids USA, LLC will arrange for the product to be inspected. If the problem is due to defective parts or defective workmanship on the part of Trends for Kids USA, LLC then service will be provided free of charge. If the problem is not covered under warranty the consumer will be responsible for all expenses related to the service provided including return shipping. If you have purchased a Trend for Kids product, please [click here](#) to register your product. Trends for Kids USA, LLC handles all spare parts, service and warranty issues for Trends for Kids products sold by authorized dealers.

Contact Details:

Trends for Kids USA, LLC

1230 Peachtree Street, Suite 3100
30309, Atlanta , GA
Tel. 770-295-2295
<mailto:info@trendsforkids.com>
www.trendsforkids.com

If it is a spare part replacement such as a wheel or sun canopy, there is no need to send the stroller in for repair. A replacement part can be sent out directly to the authorized dealer, once the defective part has been received by Trends for Kids USA, LLC. Costs may apply.

If the TFK item needs to be serviced, Trends for Kids USA, LLC will arrange a courier to pick up the product from the authorized dealer. Please ensure the product is clean, and placed in a box along with the completed repair form and a copy of the proof of purchase.

Warranty shall not apply in any instance where the damage is caused by misuse, accident, neglect, normal wear, lack of maintenance, improper use and adjustment or repair which exacerbates the original problem. In this case the authorized dealer will be charged for the service and any courier costs.

What is a warranty fault?

The following information is for you to understand what is covered under the warranty and what is not. A common misunderstanding is that it is assumed that any problem with your Trends for Kids item is covered under the warranty. We suggest that you read the instruction book or warranty card that you received with your item. This is very important for you to understand what the manufacturer's warranty covers.

- In the USA, Canada or Mexico the warranty period is 12 months from the date of purchase from an authorized dealer.
- Trends for Kids products bought outside from the USA, Canada or Mexico are not covered by USA Warranty.
- A copy of the stores purchase docket (original sales receipt) must accompany all warranty claims [credit card slips or statements will not suffice].

The Trends for Kids Manual should be retained for the life of the Trends for Kids item, as the information provided is essential for problem free use.

What is a non - warranty fault?

Problems resulting from the following items are NOT covered by the Trends for Kids USA warranty:

- Incorrect assembly or the installation of third party parts or accessories not compatible with the original design.
- Repair by any other person other than an Authorized Warranty Service Provider
- Natural wear and tear or damage caused by extensive use
- Damaged caused by unsuitable use, incorrect use or folding of the item
- Damage due to carelessness or poor maintenance
- Accidental or intentional damage, abuse or neglect
- Improper storage / care of the unit
- Corrosion or rust

Defects must be reported immediately to prevent consequential damage!

Some common examples of damage not covered by the warranty are:

- Rust: Trends for Kids products are mainly made in aluminum. However, some parts are painted or have different surface protection. Depending on maintenance and usage, some rust stains may appear.
- Scratches: are considered normal symptoms of wear and tear and not a defect.
- Mold: Textiles which have gotten damp and then not been dried properly (see instructions for use) may go moldy and do not represent poor workmanship.
- Fabrics Fading: Sunlight, sweat, cleaning agents, wear or excessive washing can all lead to fading; therefore, fading is not considered a defect.
- Torn seams, Zippers, Snaps: Upon purchase, please carefully inspect product to determine whether all fabric parts, seams, press studs are correctly sewn and are functioning properly.
- Wheels: Worn wheels are a natural symptom of wear. Damage due to external effects, sharp objects or use with the wrong air pressure is not considered poor workmanship. Take care to ensure that the wheels are properly aligned (use the fine adjustments on the front tire). Problems resulting from wheels that are not properly aligned will not be considered a defect.
- Damage resulting from overloading pram with more weight than recommended will not be covered by the warranty.
- Damage resulting from accidents or direct impact will not be covered by the warranty.

Items not covered by warranty:

- Tubes
- Tires
- Handgrips
- Any lost items

General warranty policy

- Trends for Kids USA, LLC warrants its products to be free from defects in material and workmanship existing at the time of manufacture for a period of one year from the date of initial purchase.
- Limited Warranty is only valid and applicable to purchase of the product from authorized Trends for Kids retailers in the states and provinces of the United States, Mexico and Canada. Proof of purchase from an authorized dealer showing the date of purchase must be provided with warranty claim (store receipt only).
- Warranty is only for the benefit of the original retail purchaser and is not transferable to anyone who obtains ownership of the product from the original purchaser.
- Warranty shall not apply in any instance where the damage is caused by misuse, failure to follow instructions, improper installation, involvement in an accident, abuse, neglect, alteration, lack of maintenance, normal wear and tear, improper use and adjustment or repair which exacerbates the original problem.
- Parts not covered by warranty include: tires and tubes, handgrips, lost parts

• THE 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 limited warranty period. [Some states and provinces 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 OF 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 or provinces 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.

How to send an item for repair

• ITEMS MUST BE SENT FROM AUTHORIZED RETAILER UNLESS FOR KIDS USA, LLC EXPRESSLY INDICATES OTHERWISE. RETAIL CONSUMERS SHOULD BRING THE DEFECTIVE PRODUCT TO THE AUTHORIZED RETAILER AND SHOULD NOT SEND THE PRODUCT DIRECTLY TO TRENDS FOR KIDS USA, LLC. UNAUTHORIZED RETURNS FROM THE END CONSUMER SENT DIRECTLY TO TRENDS FOR KIDS USA, LLC WILL NOT BE REPAIRED OR REPLACED AND WILL BE RETURNED TO THE END CONSUMER AT HIS OR HER OWN EXPENSE.

- Returns are allowed for authorized warranty issues only.
 - No returns will be accepted without a Return Authorization number
 - **Fill in our online Repair Form**
 - The item that you are sending MUST be clean. If soiled or dirty, work will not commence.
 - Attach the completed repair form to your product in need of repair.
 - Returns must be boxed in the original TFK packaging with the RA# clearly visible on the outside of the carton. Product must be protected from damage in the return shipping process.
 - Label the box to Trends for Kids USA, LLC. Be sure to include your contact information and return details.
 - When all of the above has been completed, email or fax the completed form to Trend for Kids USA, LLC. A courier will collect the box within the next 2 to 3 business days.
 - In most cases, returned products will be repaired by the TFK staff and returned to the authorized retailer. TFK reserves the right to determine which products will be repaired and which will be replaced with new products.
 - TFK reserves the right to deny the return of the stroller if it is not found to be defective. All fees associated with the return of a non-defective stroller will be at the expense of the customer.
- For non-warranty repairs, payment is due when you are notified that your repair has been completed.