



ErgoPromise 10-year Guarantee

ERGOBABY LIMITED WARRANTY POLICY AND GUIDELINES

Ergobaby products were designed to carry and comfort the most precious cargo of all. With this in mind, we use exceptional materials and workmanship to create products that families trust day after day, and in many cases, baby after baby.

As a UK consumer you have certain legal rights in relation to any goods you buy from Ergobaby. The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- a) Up to 30 days: if your goods are faulty, then you can get an immediate refund.
- b) Up to six months: if your goods can not be repaired or replaced, then you're entitled to a full refund, in most cases.
- c) Up to six years: if your goods do not last a reasonable length of time you may be entitled to some money back.

We strive to exceed your expectations not only for comfort and ergonomics, but also quality and durability, and stand behind all our products with outstanding customer service and the additional guarantees as described below.

The ErgoPromise 10-year Guarantee on baby carriers (for applicable products manufactured in 2017 and after)

The ErgoPromise 10-Year Guarantee covers all baby carriers (including wraps) bought in the UK and manufactured in 2017 and after and provides a limited Guarantee against defects with the baby carrier such as issues with the materials used or the production and workmanship used to create the baby carrier. If any such issues arise in the 10 years after you purchase the baby carrier, Ergobaby will provide a replacement part or replacement baby carrier. Please note Ergobaby will have sole discretion to decide whether to provide you with a replacement part or a full replacement baby carrier.

The ErgoPromise 10-Year Guarantee does not cover damage caused by normal wear and tear*, accident (including lost/stolen products), improper care or cleaning, non-standard usage, misuse or negligence, or the natural breakdown of colors and materials over extended time and use. Only original, unaltered and unmodified baby carriers and workmanship are covered.

Applicable products eligible for this warranty are covered only as to the original owner, product must be purchased from an authorized Ergobaby seller, and must be returned to Ergobaby along with proof of purchase for an evaluation.

This guarantee applies to baby carriers originally purchased from an authorized Ergobaby seller, and to claim under the guarantee the baby carrier must be returned to Ergobaby along with proof of purchase for an evaluation.

Ergobaby is the trading name of EBP Lifestyle Brands UK Ltd (registration number: 09997456) of 6th Floor, One London Wall, London, United Kingdom, EC2Y 5EB

*Wear and Tear

All products are subject to normal wear and tear, which is damage that naturally occurs with normal use. All components and materials deteriorate over time, use and exposure to natural elements, and there is a natural breakdown and fading of fabrics over normal use and time.

*Manufacturing Defects

A manufacturing defect exists if the product departs from its intended design. Defective materials (buckles, straps, fabrics, etc.) or workmanship (stitching, seams, construction, etc.) are covered by Ergobaby's warranties.

2 Year Warranty - Strollers

Ergobaby provides a 2-year limited warranty, from the time of initial purchase, on its strollers, including the Metro Compact City Stroller (but excluding stroller accessories), against manufacturing defects* in materials and workmanship. Ergobaby will provide a replacement part or replacement product at its discretion for any manufacturing defect in these products.

This limited warranty does not cover damage caused by normal wear and tear*, accident (including lost/stolen products), improper care or cleaning, non-standard usage, misuse or negligence, or the natural breakdown of colors and materials over extended time and use. Only original, unaltered and unmodified items and workmanship are covered.

Applicable products eligible for this warranty are covered only as to the original owner, product must be purchased from an authorized Ergobaby seller, and must be returned to Ergobaby along with proof of purchase for an evaluation.

1 Year Warranty

Ergobaby provides a 1-year limited warranty, from the time of initial purchase, on all products not covered by the ErgoPromise 10-Year Guarantee or the 2-year warranty for strollers, against manufacturing defects* in materials and workmanship. Ergobaby will provide a replacement part or replacement product at its discretion for any manufacturing defect in these products.

This limited warranty does not cover damage caused by normal wear and tear*, accident (including lost/stolen products), improper care or cleaning, non-standard usage, misuse or negligence, or the natural breakdown of colors and materials over extended time and use. Only original, unaltered and unmodified items and workmanship are covered.

Applicable products eligible for this warranty are covered only as to the original owner, product must be purchased from an authorized Ergobaby seller, and must be returned to Ergobaby along with proof of purchase for an evaluation.

Submit a Warranty Claim

If your product has legitimate manufacturing defect, please contact Ergobaby Customer Service so that we can assist you in determining which warranty may be applicable. Proof of purchase and return mailing of the applicable defective product may be required. Return shipments must be prepaid and insured. If the claim is determined to be valid, any replacement part or replacement product will be at the discretion of Ergobaby, based on the type of product returned and the availability of replacement parts, styles, models, colors and patterns.

EU: customersupport@ergobaby.eu or 0049-40-421-065-0

International (Outside Europe)

Please direct your warranty inquiries to your local retailer or distributor.

Refunds and Exchanges

All refunds and exchanges are handled through your local retailer or distributor.

Different or additional warranty rights may exist in the purchaser's jurisdiction. To the extent that different or additional warranty rights exist under the laws of the purchaser's jurisdiction, those warranties shall apply and be in addition to the warranty rights referenced herein.