



Product warranty & after-sales service terms

❖ **Product warranty**

2-year legal European warranty against manufacturing defects.

(After 6 months following purchase, the customer must prove that the defect was present on the day of delivery).

❖ **After-sales service**

Register your product online or contact us by e-mail: webshop@freejumpsystem.com

Stirrups

- Proof of purchase required
- Circumstances
- Photos

Footwear

- Proof of purchase required
- Photos

Airbags / Oscar & Gabrielle

- Proof of purchase required
- Circumstances
- Photos

NB: Additional information may be requested to process the case.

After authorization, return the After-Sales Service to Freejump:

Freejumpsystem
Service Après-Vente
10 avenue de l'Hippodrome
33110 Le Bouscat
France

Products must be sent in a cardboard box with a copy of the exchanges by the after-sales service, together with proof of purchase and the customer's name.

We offer our customers an ongoing free service to have their stirrups inspected in the event of problems or falls. Only an expert assessment can determine whether a stirrup is repairable or not.



❖ Stirrups Upgrade Program

If the stirrups cannot be repaired, we offer end customers the Upgrade Program, which enables them to obtain a new pair of stirrups of their choice at an exceptional discount.

This program can also be offered to customers wishing to upgrade or change their stirrups model. (Example: the customer has Soft'Up and would like to upgrade to Soft'Up Classic or Soft'Up Pro+ (model from catalog)).

Stirrups must be returned to the Freejump office by the customer or dealer to qualify for the Upgrade Program discount.

Procedures and discounts:

		Offer on :			
		Soft Up Lite 2016	Soft Up Pro +	Soft Up Classic	AirS
Returned stirrups					
X Up	Reseller	-	30 €	30 €	15 €
	Customer	-	80 €	80 €	30 €
Soft Up	Reseller	-	30 €	30 €	15 €
	Customer	-	80 €	80 €	30 €
Soft Up Lite	Reseller	20 €	30 €	30 €	15 €
	Customer	45 €	80 €	80 €	30 €
Soft Up Pro	Reseller	-	30 €	30 €	15 €
	Customer	-	80 €	80 €	30 €