



Product Warranty & After-Sales Service Terms

❖ Product Warranty

2-years statutory European warranty against manufacturing defects.

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

❖ After-Sales Service

Product registration on the Business Club (1 request per product) or contact by e-mail :

webshop@freejumpssystem.com

Stirrups

- Proof of purchase required
- Circumstances
- Pictures

Leather

- Proof of purchase required
- Pictures

Airbag / Oscar & Gabrielle

- Proof of purchase required
- Circumstances
- Pictures

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

Freejump / Oscar & Gabrielle

Service Après-Vente

2 bis Rue de la course

33000 Bordeaux

France

The products must be sent in a box with **a copy of the exchanges** with the After-Sales service, as well as **the proof of purchase** and **the name of the customer**.

For all products with a purchase date of less than 6 months, return shipping costs are free (please request it)

We offer customers a permanent free service that allows them to have their stirrups expertise in the event of problems or falls. Only expertise can tell if a stirrup is repairable or not.

❖ Stirrups Upgrade Program

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

This program can also be offered to the customer if he wishes to upgrade or change the model of his stirrups. (Example: The customer has Soft Up Pro 2 years old and wishes to upgrade to Classic Soft Up) **Stirrups must be returned to the Freejump office** by the customer or reseller to qualify for the Upgrade Program discount.

Procedures and discounts made :

Stirrups returned		Trade-in offer on :			
		Soft Up Lite 2016	Soft Up Pro +	Soft Up Classic	AirS
X Up	Resellers	-	30 €	30 €	15 €
	End-Customer	-	80 €	80 €	30 €
Soft Up	Resellers	-	30 €	30 €	15 €
	End-Customer	-	80 €	80 €	30 €
Soft Up Lite	Resellers	20 €	30 €	30 €	15 €
	End-Customer	45 €	80 €	80 €	30 €
Soft Up Lite 2016	Resellers	-	30 €	30 €	15 €
	End-Customer	-	80 €	80 €	30 €
Soft Up Pro	Resellers	-	30 €	30 €	15 €
	End-Customer	-	80 €	80 €	30 €
Soft Up Pro +	Resellers	-	-	30 €	15 €
	End-Customer	-	-	80 €	30 €
Soft Up Classic	Resellers	-	30 €	-	15 €
	End-Customer	-	80 €	-	30 €
AirS	Resellers	-	30 €	30 €	-
	End-Customer	-	80 €	80 €	-