

Dear Greentom customer,
Offering you high quality, sustainable and, above all, safe products is very important to us. Below you will find Greentom's warranty policy. Thank you for joining us in creating a green tomorrow!
♥ the Greentom Team

REGISTRATION

Please register your Greentom within 3 months after purchase with a valid proof of purchase on www.greentom.com/warranty. The serial number can be found on the green band attached to the frame (above rear wheel) or on the white sticker (between the right wheels on the bottom of the frame).

A. 24 MONTH PRODUCT WARRANTY

Greentom products are manufactured and certified in accordance with the current European safety requirements and applicable quality standards, and are free from defects in workmanship and material at the time of purchase.

The warranty becomes effective on the date the product is purchased. If this product, despite our efforts, shows a material/manufacturing fault within the warranty period of 24 consecutive months from the date of purchase, we will comply with the warranty terms and conditions. The warranty only applies to the first owner of the Greentom product and is not transferable. To request repairs or spare parts under warranty, you must present the original purchase receipt, issued within 24 months preceding the service request.

This warranty is not valid in the following cases:

- In case of use or purpose other than described in our user manual.
- If the defect is the result of improper or careless use or maintenance, negligence or impact damage to the fabric and/or frame.
- If the parts show normal wear and tear that may be expected from daily use (wheels, rotating and moving parts etc.).
- Fading or discolouration of materials due to cleaning and or excessive sun exposure.
- If no valid proof of purchase can be presented to the manufacturer (from the Greentom online shop, retailer and/or importer).
- If repairs were carried out by third parties or by a retailer that is not authorised by Greentom.

B. LIFETIME WARRANTY - WITH REGISTRATION

If you register your Greentom stroller on our website within three months after the date of purchase, you will automatically extend your regular 24 months warranty to a lifetime warranty.

- All provisions and remarks as stated under the 24 month warranty section are also applicable to the lifetime warranty.
- The lifetime warranty applies to the frame only, excluding wheels and swivels (wheel, rim, swivel, ball bearings, velcro, wheel fastener, wheel cap).
- Normal wear and tear or damage (torn/scratched/punctured by sharp stones) to the wheels are not included in the lifetime warranty.

WHAT TO DO IN CASE OF DEFECTS

Should problems or defects arise please contact your retailer. If you have purchased your product from the Greentom online shop, please fill out the Support form on www.greentom.com/service.

Greentom reserves the right to service the warranty resolution to the claim via replacement of parts, or via a repair or replacement of the stroller (to be determined by Greentom). Repairs do not give entitlement to extension of the warranty. Products that are returned directly to Greentom without notice are not eligible for warranty.

If your Greentom product becomes damaged and this damage is not covered by our warranty, we can repair it or supply a spare part at a reasonable charge.

Greentom Operations BV

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This Warranty Clause conforms to European Directive 99/44/EG of 25 May 1999.

International Warranty Policy - 2024