



WARRANTY POLICY

Our mission is to offer you high quality, safe, and sustainable products. If you are not completely satisfied with your purchase, please review our warranty policy detailed below and reach out to hello@greentom.com to discuss your warranty claim in more detail.

PROOF OF PAYMENT & REGISTRATION

- After purchasing the product, keep the purchase receipt. The date of purchase must be clearly visible on the receipt. For receipts printed on thermal paper, we recommend making a copy to ensure lasting proof of purchase.
- Please register your Greentom within 90 days of purchase. The serial number can be found on the green tag attached to the frame and registration can be completed at www.greentom.com.

DATE OF EFFECT & WARRANTY TERM

- The 90-day limited warranty becomes effective on the date of purchase.
- If you register your Greentom product on our website within the 90 days after the date of purchase, you will extend your warranty to 5 years from the date of purchase. The warranty is not transferable.

WARRANTY

- If the product shows a material/manufacturing fault within the warranty period of 5 years (with normal use as described in the user instructions) we will comply with the warranty terms and conditions. Normal wear and tear or damage (torn, scratched, punctured by sharp stones) to the wheels are not included in the 5 year warranty. In this case please contact your retailer.
- Greentom reserves the right to service the warranty resolution to the claim via either a replacement part or with a replacement of the stroller. This is determined by Greentom.
- Repairs do not give entitlement to an extension of the warranty. Products that are returned directly to Greentom without authorization are not eligible for warranty.
- This Warranty Clause confirms to European Directive 99/44 EF of 25 May 1999
- We guarantee this product is manufactured in accordance with the current US safety requirements and quality standards which are applicable to this product, and this product is free from defects in workmanship and material at the time of purchase. During the production process, the product is subjected to various quality checks.

CONTACT & QUESTIONS

Should you have any questions, please contact your dealer or importer or Greentom:

hello@greentom.com
USA: +1-866-802-3473