

Our Details:

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InnoPet B.V., headquartered in Nieuwegein (referred to as "InnoPet" throughout this document), offers its dog buggies and bicycle trailers under the InnoPet brand (collectively and individually referred to as the "product") with a warranty, subject to the following conditions:

The factory warranty period is 24 months, starting from the date of purchase as indicated on the receipt.

This factory warranty is applicable only in Europe and the United Kingdom where the product was purchased. InnoPet guarantees only that the product complies with the legal requirements and/or government regulations applicable in the area where the product was sold. InnoPet reserves the right to apply a different factory warranty for specific regions.

This factory warranty is valid only for products acquired for personal use. This limited factory warranty expressly excludes products obtained for commercial purposes or use, including but not limited to products for commercial rental.

The factory warranty entitles you to repairs, unless InnoPet determines that replacement or return of the product or spare part is necessary. InnoPet covers the costs and risks of transportation to and from the seller (referred to as "the seller") from whom you purchased the product, provided that the repair falls within the factory warranty.

InnoPet reserves the right to discontinue the manufacture of specific models, colors, upholstery, or accessories and may therefore replace parts with similar products, colors, or upholstery during the factory warranty period.

Claims for warranty are processed through the dealer/retailer where you purchased the product. You need to provide the dealer with the following information to make a claim on the factory warranty:

- A copy of the dated purchase receipt.
- A clear description of the complaint.
- The production number of the relevant item if possible.
- Photos – and if possible, videos – of the defective part or product.
- The factory warranty is non-transferable and can only be invoked by the first owner.

The factory warranty does not affect your legal rights, such as the right to hold the seller liable for defects. Legal warranty means that a product is or must do what the consumer can reasonably expect.

#### **WHAT IS COVERED UNDER THE FACTORY WARRANTY?**

- All manufacturing defects in the solid frame (24 months).
- All manufacturing defects in the axles (24 months).
- All manufacturing defects in the wheels (24 months).
- All manufacturing defects in the safety harness (24 months).
- All manufacturing defects in the fabric/covers and zippers (12 months).

THE FACTORY WARRANTY DOES NOT APPLY IN THE FOLLOWING CIRCUMSTANCES:

- Defects caused by pet behavior, such as biting, scratching, and similar activities.
- Defects resulting from negligence or an accident, and/or use or maintenance other than indicated in the user manual.
- Defects resulting from overload exceeding the maximum weight capacity.
- Damage to the product due to normal wear and tear.
- If you have made or authorized alterations or repairs without written permission from InnoPet or the seller.
- Incorrect assembly or installation of third-party parts incompatible with the product.
- Damage due to negligence, accidental damage, abnormal use, or insufficient care.
- Improper storage/care of the product.
- Damage to push handles or upholstery caused by normal daily use of the product.
- Holes or tears in the tires.
- Rust formation.
- Damage resulting from improper use or failure to follow the user manual.
- Damage resulting from repairs carried out by unauthorized individuals or incorrect disassembly of the product.
- Transport damage (during air travel or other transportation): carefully inspect your InnoPet product after transportation by an airline (or other carrier), and if there is any damage, promptly file a claim with the carrier.
- Customer dissatisfaction with the product regarding suitability, weight, functionality, color, or design.

IMPORTANT WARNING:

Always be aware that obstacles can cause damage to your buggy. When going down a curb, tilt the buggy slightly towards you so that the front wheel lifts off the ground. Then push the buggy forward and let the rear wheels gently roll off the curb first. After that, you can place the front wheel back on the ground. Never bump your buggy against a curb, as this can cause damage to the wheel suspension and is not covered under warranty!

Buggies and bicycle trailers should be used on paved surfaces to prevent damage to, for example, the wheel suspension. Metal rims/parts require maintenance as they are not made of stainless steel. Consider walks on the beach where the buggy is exposed to salt and moisture. Proper maintenance extends the lifespan. Before folding your product, make sure all zippers are fully unzipped where possible. If not, excess tension can cause covers to tear. There is no warranty coverage in such cases.

GOOD TO KNOW:

If a situation arises where a part is defective and falls outside the factory warranty, you can typically order replacement parts separately.