



## **Steps to file a Warranty Claim**

1. Go to Jumppod.com and click on the warranty/returns link on the left.
2. Click on Red online form to submit online or click on download to print the claim form.
3. Attach a copy of a receipt or a proof of purchase (bank or credit/debit card statement).
4. Also, attach a photograph of the damaged item, if you can not attach a picture you must mail the damaged part to our company (mailing address below).
5. If you print out a copy you can fax it to 972-422-5645 or mail it to:  
YJ USA  
3970 Lindbergh Drive  
Addison, TX 75001
6. Allow up to 72 hours to process the claim once it is submitted or received by fax or mail.
7. You will receive your replacement part within 7-10 days from the time your claim is processed.

## **Missing Items from your order**

Complete a warranty claim as it is instructed, but on your claim form leave a detailed list of the items that are missing, your model number, and the missing items parts number (if you have that). You will receive those missing items within 7-10 days after we receive your submitted claim.

Weather damage, damage caused by unauthorized repair work or damage caused by improper use of the products are not covered by the product warranty.

## **Warranty Time Periods**

Trampoline Frame and Jumping Surface	1 Year
Trampoline Frame Pad	6 Months
All other parts (enclosure net & enclosure frame, springs and all other parts plus accessories)	90 Days

## **NO CLAIM WILL BE PROCESSED THAT IS NOT SUBMITTED WITH A PROOF OF PURCHASE**

In the case of a damaged frame, the complete frame, including all the broken and non-broken part(s), must be returned. YJ USA's engineering department will inspect the entire frame for damage or stress that may not clearly be visible. The inspection gives our engineers important data that will confirm the cause of the damage to the component. Storm damage or damage caused by unauthorized repair work are not covered by the product warranty.

Bazoongi ProJump, JumpKing, Lifestyles USA, & Orbounder are registered trademarks of YJ USA Corporation.



## Warranty Claims Form

Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Phone \_\_\_\_\_  
E-mail \_\_\_\_\_

### Trampoline Info

Brand Name \_\_\_\_\_  
Retailer \_\_\_\_\_  
Date of Purchase \_\_\_\_\_

### Damaged Item      Mark with "X"

Frame / Steel tubing    \_\_\_\_\_  
Jumping Surface        \_\_\_\_\_  
Frame Pad                \_\_\_\_\_  
All other parts         \_\_\_\_\_

Please explain in detail the defects on the parts you are claiming and how they were damaged.

Attach receipt here.

Please mark the damage with chalk, string or colored tape.

The information requested is to assist in processing your warranty claim only and will not be sold.