

Delivery process

Distribution channel is the sport specialty shop

The sales, marketing and the technical service of Eurotramp products is in Germany and is organised world-wide in most cases through the sports specialty shop. This guarantees expert consultation and customer service both in the purchase phase and in the utilization phase of the products is provided locally. Eurotramp delivers only in special cases (e.g. for special fabrications, demonstration apparatus, small spare part deliveries) directly to the end user. For device maintenance, Eurotramp has no local service.

This is taken care of by our distribution partners. Information about technical matters of Eurotramp products can also be directed to Eurotramp. The pricing for products is determined by the dealer.

Order processing – simple and efficient

Placing of orders is easy with Eurotramp. As Eurotramp sports specialist dealer, you receive an offer of standard products within two days upon inquiry. If you decide to place an order, please inform us if possible in writing (per email, facsimile, letter) or by any other way. For larger orders, we will send you an order confirmation with the necessary delivery information. Small parts and smaller routine orders are processed without order confirmation at short notice. You will receive these parts a few days after placing your order. The direct delivery to the final user on behalf of the dealer is possible and is recommended for reasons of carrier costs optimization especially in carrier cost-intensive deliveries.

Delivery of Eurotramp products – well organized, all runs smoothly

Eurotramp products are either delivered by package services or via shipping companies. Please review deliveries **immediately** in your own interest, whether the shipment delivery was complete and undamaged. If you should detect damage (on the packaging and/or on the good) or missing parts, note this immediately on the shipping order and inform Eurotramp and/or the sender of the products promptly. We cannot claim missing quantities and compensate appropriately if damages are reported after several days by our carrier and/or package service provider.

Unloading large trampolines require 3 to 4 strong helpers. Therefore, we recommend to notify the delivery of large trampolines by telephone so that the shipping agent can plan the delivery with you.

According to general shipping conditions, for freight weight from 50 kg onwards, customers are obliged to prepare for the unloading of goods. The delivery status of packages can be tracked online via the so-called packet tracking. By calling the delivery shipping agent, it is possible in the meantime also to quickly determine the delivery status of shipments. If you should have questions regarding the delivery status, please contact our sales department.

Delivery times – quickness is our motto

Eurotramp endeavours to fulfil customer wishes as quickly as possible and cost effectively. The actual delivery time in an individual case is influenced by the number of pieces ordered, the order situation, the date of order, the delivery reliability of individual shipping firms, etc. The following applies generally: Small devices in standard practice quantities are almost always available at short notice, for major items of apparatus, special fabrications as well as larger order quantities, delivery time must be coordinated with Eurotramp.

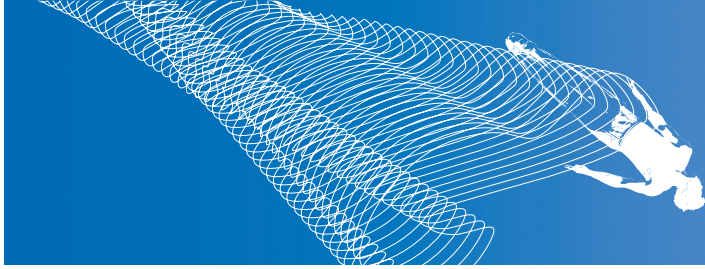
Eurotramp guarantees a fast and smooth spare parts supply for all standard products. Regarding your order, you will receive the required parts (in general by package service) in a few days. We have all important spare parts available. To better identify the required spare parts, Eurotramp has a spare part list for every device type prepared and has published the spare parts on the Internet. You will find the spare part information on the Internet with individual products.

General terms of business conditions – too important to be ignored without reading

Our general business conditions in the 01.01.2010 version are valid. You will find these conditions at the end of this catalogue. Furthermore you can find them at www.eurotramp.com

Repair service – maintenance is worthwhile

Eurotramp delivers products with very high quality levels. Should parts have to be replaced due to wear, damage or incorrect handling after several years, we guarantee quick and smooth supply of spare parts for our products. Eurotramp has enclosed a service bag in every major apparatus, in which important wear parts (cushioning, floor pads, among others) are contained, which a customer can exchange independently. If other parts are damaged, the repair can be undertaken on apparatus either on the spot by an expert user or it can be delegated to a skilled repair service firm by the sports hall service. Large apparatus can be sent to Eurotramp for general overhaul. The trampoline is tested for its repair requirement at that place. The customer receives a binding cost estimate before the repair is carried out and can then therefore authorise the repair. Important: Guarantees on repairs can only be valid if original spare parts from the manufacturer were used. Installation of non-original Eurotramp spare parts establishes the risk of exclusion of all guarantee claims, the risk of omission of product liability and expiry of product certificates (e.g. GS sign, FIG certificate). Moreover, the user of the trampoline has the risk of suffering technical defects, which can considerably endanger the safety of the gymnast.



Product designation – limit of original and cheaper copy

For some time now, each newly delivered, large trampoline contains the already mentioned service bag with an apparatus pass, in which information important to the users (e.g. apparatus serial number, maintenance intervals, repair measures etc.) can be registered. Moreover, Eurotramp has introduced a product designation system for its products.

Each Eurotramp product has a serial number with which the product type as well as the apparatus age can be determined quickly and clearly. Company-specific identification features are included also on single components. This simplifies the service provision, ordering of spare part as well as verification of possible guarantee claims. Since 2007 each indoor trampoline is moreover equipped with a special safety hologram, which guarantees the authenticity of the trampoline as an original Eurotramp product. With this, both customer and producer are protected.

Rivals of Eurotramp have tried for some time to exploit the market success and reputation of Eurotramp apparatus. They thereby make products that resemble original Eurotramp products. Although these imitator products resemble Eurotramp apparatus in terms of design, they often differ considerably with respect to quality and safety from the high safety and quality standards set by Eurotramp. Our customers should in their own interest verify whether in tenders where Eurotramp apparatus are sought, in deed the actual original apparatus are offered and delivered.

