

Important sales information

DISTRIBUTION BY SPECIALIZED SPORTS EQUIPMENT RESELLERS

The distribution of Eurotramp products in Germany and most European countries is organized by qualified and specialized sports equipment resellers. This ensures an adequate service regarding all questions which may occur when buying or maintaining trampoline equipment.

Special circumstances like custom made models and presentation equipment may allow Eurotramp direct deliveries. Eurotramp offers no direct mounting services. This will be carried out by our distribution partners. Making prices for Eurotramp products is at the sole responsibility of Eurotramp dealers. Not binding sales prices (ex works Weilheim/Teck, Germany) can be downloaded on our internet website or will be given directly by contacting Eurotramp.

ORDERING PROCESS - EASY AND EFFICIENT

The ordering process at Eurotramp is quite easy. Within 2 days you'll get a quotation as an answer to an inquiry for standard products.

If you have decided to place an order please inform us - if possible by e-mail, fax or letter. For bigger orders we will send to you an order confirmation with all delivery conditions and details. Small parts and routine orders will be dispatched without order confirmation. You will receive these parts a few days after passing the order. To reduce freight costs Eurotramp organizes on dealer's demand a neutral direct transport to the enduser.

TRANSPORT AND UNLOADING OF EUROTRAMP PRODUCTS - WELL ORGANIZED EVERYTHING WORKS

Eurotramp products will be dispatched by parcel services or normal forwarders.

Please check out immediately when receiving the goods whether the consignment is complete and not damaged. If there are missing parts or a damage please make a brief statement on the freight papers and inform Eurotramp resp. the supplier of the goods immediately.

If Eurotramp will not be informed immediately about missing parts we cannot claim against the responsible forwarder to organize a free of charge replacement consignment.

For unloading of large trampolines you need 3-4 strong persons. Therefore we highly recommend to name a contact person with contact telephone number to the forwarder in order to make a direct arrangement with the customer to unload the goods. As determined in the general forwarder rules the customer is obliged to support the truck driver when unloading goods with a weight of more than 50 kg.

In Germany it is possible to determine online the delivery status of parcels. We are now able to get the same information also for the goods which are dispatched with forwarders. If you have any questions concerning the delivery status of an order please contact our sales department.

DELIVERY TIMES - QUICK AND RELIABLE

Eurotramp strives to fulfill customer demands quickly and reliable. The actual delivery time in a particular case is influenced by the ordered quantity, the capacity situation at Eurotramp, the order date and the reliability of the forwarders. Following general rules for delivery times are valid. Spare parts and small trampolines can be delivered within shortly nearly anytime; for large trampolines, custom made models and bigger order quantities dealers should ask for an agreement with Eurotramp.

REPAIR SERVICE - USEFUL AND LUCRATIVE

Eurotramp products have a high quality standard. If there is however the necessity to change parts we guarantee for our products a fast and reliable spare part service. Mounting or repairing of trampolines can be executed on place by the experienced user or the qualified and authorized sports hall service teams. Large trampolines can be sent to Eurotramp works for a general service. We will examine the technical condition of the trampoline.

Before starting the repair and service process the customer will receive an obligatory cost calculation to decide about it.

Important: Guarantees on services are only valid if original spare parts of Eurotramp are used.

SERIAL NUMBERS - DIFFERENTIATION BETWEEN ORIGINAL AND LOW QUALITY IMITATION

Eurotramp introduced a product labelling system for its trampolines. From now on Eurotramp trampolines have a serial number which makes it possible to identify product types and production details quick and easy. This makes a service planning and ordering of spare

parts easier and is also a help for eventual guarantee claim investigations.

WARRANTY AND GUARANTEE - LONG PRODUCT LIFE AND CONSTANT VALUES ARE OUR STRENGTHS

For all Eurotramp products the legal warranty regulations are valid. High material and production quality for Eurotramp products ensure a long durability which lies by far over these legal regulations. There are many trampolines used with full functionality which have been produced more than 20 years ago.

A long time guarantee for typical wear parts (springs, jumping bed etc.) can not be granted because the using intensity of trampolines is quite different and cannot be measured objectively. The using intensity may be very different if you look at professional using of trampolining professionals and the normal using in schools or at home. The market prices for used trampolines are the best prove for the long-lasting value of our products. These are, without exception, very high. Though a trampoline has been used for many years the reduction of value is relatively small. The market for used trampolines is very small because the equipment keeps its full performance level for many years.

Regular checking by the user and repairs of identified quality defects in due time help to ensure the high durability of our products.

GENERAL TERMS OF BUSINESS DELIVERY AND SALE

The Eurotramp general terms of business delivery and sales from April 2002 are valid for all deliveries. If you do not have these terms available, please ask Eurotramp to send a copy.