

Warranty policy

All Mamoa™ products are manufactured by Mamoa Europe B.V. The warranty applies for a period of 24 months after the original date of purchase to any Mamoa item purchased via our official website, www.mymamoa.com or an official retail partner.

Refunds

- Refunds cannot be issued for any replacement already provided by Mamoa.
- Refunds are issued if you return your product within 30 days after the date of purchase indicated on the sales receipt, given that the item and packaging was returned in a resalable condition (intact wheels, frame, clean seat fabric, and bumper bar included).

Country covered by the warranty

- In case of damages or claims, the customer must always first contact the retailer or website where the product was purchased, if it was not directly via Mamoa. Mamoa will provide direct assistance to any customer who purchases via our resellers or website, Mamoa.com. If a replacement is needed for a customer outside the EU, the manufacturer will request cooperation from the local distributor to solve the claim.
- In case of damage to your item, the manufacturer can provide you with spares and replacement parts, but it does not carry out any reparations. Only a distributor or a retailer can assist you with a repair. If the product cannot be fixed, the manufacturer can issue a replacement for the product in question.

Claim description

- Any claims must be submitted via email and must include a clear description of the complaint and the conditions under which the incident happened.
- In addition, you must send a copy of the receipt and detailed pictures or videos of the issue. In that way, we would be able to assist you as best we can.
- Proof of purchase is also required.

What does the warranty cover?

- The manufacturer's warranty period for this product is **24 months from the purchase date** indicated on the sales receipt

- The warranty covers any issues with the chassis, the wheels, the buckle, and fabric upholstery (connecting points, incorrect stitches, etc.) if it is a manufacturing defect, it covers the following:
 - All manufacturing defects in the chassis, frame, and wheels.
 - All manufacturing defects in the adapters (frame and car seat adapters).
 - Zippers
 - Incorrectly stitched fabric
 - Fabric connectors to the frame

Accessories

- Concerning accessories, we cover zippers and any clips to attach to the stroller.
- Adapters are also included in the warranty and can be replaced in case of damage.
- Regarding the spares (bumper bars, and wheels), the warranty is applied for only one exchange or replacement. If you need an additional bumper bar, you can purchase it directly via a reseller.

What does the warranty not cover?

- The manufacturer's warranty does not cover any consumer's misuse.
- Faded fabrics (sun canopy, seat fabrics)
- Damaged shopping basket
- Corrosion or rust on the wheels and chassis due to extreme environmental conditions, including high humidity, salt spray, ice, or snow, or due to insufficient maintenance
- Incorrect assembly or the installation of a third-party part or accessory not compatible with the original design
- Accidental or intentional damage, abuse, or neglect
- Improper storage or care of the product
- Damage to handlebar grips or fabrics as a result of normal handling and daily use
- Tire punctures
- If purchased second-hand or from an unauthorized reseller
- When the product has not been used for normal use and in accordance with the manufacturer's instructions
- If an unauthorized party has carried out a repair or modification or if the product has been dismantled with no authorization from Mamoa
- Airline/Transport damage: Check carefully your Mamoa product after it has been handled by the airline (or other transporters) and submit the claim directly to them.
- Consumer dissatisfaction with the product in terms of disliking the fit, weight, functionality, color, or style

- If the serial number has been damaged or removed
- Defects caused by neglect, negligence, or an accident and/or by use or maintenance other than as described in the instructions for use

Contact & Disclaimer

- The manufacturer's warranty period for this product is 24 months from the purchase date indicated on the sales receipt. Save the sales receipt in a safe place and make a copy of it. If you submit a claim under this manufacturer's warranty, you must first contact your retailer (if applicable).
- Disclaimer: To get any assistance from Mamoa, you must provide proof of purchase. Without proof, we cannot provide you with any assistance. We also require a clear description of the malfunction including photos and/or videos. Add the retailer's contact details if you reach out via email. Mamoa support can be reached via info@mymamoa.com

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