

PRAMLAND AFTERCARE

Thank you for choosing to shop with Pramland. Now you have your items it's time to ensure they stay as good as new for years to come, so we've put this document together to explain our aftercare policy and give you some hints on caring for your new products.

WARRANTY

All the items you have purchased are supplied with a manufacturers warranty. This warranty does vary from brand to brand. For specific details on your items warranty please see your instruction manual, should you need any further assistance please do not hesitate to contact ourselves. It is worth noting that different aspects of your product may carry different warranty periods (for instance the fabrics may not be covered for as long as mechanical parts). As you have collected your order **your warranty period has started**. Some brands require you to active your warranty, if this is the case the documentation enclosed with your items will clearly state this. Just because it's a manufacturers warranty doesn't mean we aren't here for you. Should you have **any** issues with your items please contact us first and we will assist you fully.

FIRST THINGS FIRST

Now you have your items please ensure you check them fully. It is important that any missing or faulty parts are reported immediately (within 2 days of today – the collection date) this way we can ensure replacements are sent swiftly to minimise inconvenience. After this period it is assumed the items are accepted as fault free and have been used, therefore only a repair may be offered by some manufacturers.

Remember to check items that you won't be using yet, a good example of this is a seat unit for a 3in1 pram system. It could be some time before you come to use this part of your pram and we need to ensure it's good to go before it causes issues later. For items returned under this policy we ask they are returned in their original packing – **don't throw your packing away until you are happy with your item!**

PROOF OF PURCHASE

When you ordered your pram we supplied you with a Grey receipt booklet. It is important that you keep this document safe as it is your proof of purchase. Just in case you lose your proof of purchase we have included important information at the top of this document to help locate your proof of purchase in the future.

BEFORE YOU GET PUSHING

When you ordered your items one of our team will have demonstrated the product to you. This may have been a while ago or at a time when you had many other things on your mind, so remembering how to use it may be a distant memory. All your items have been supplied with an instruction manual (if for some reason yours is missing please contact the store to arrange a replacement) – **PLEASE** read the manual **FULLY** to ensure correct and full use of your product.

This manual will also contain care instructions and cautions which you should also follow to avoid damaging your product and in some cases endangering your child. Finally the instruction manual will contain full details of the warranty provided with this item.

IF SOMETHING GOES WRONG

Sadly things can go wrong from time to time, however these problems can be resolved. How we resolve the problem for you does vary from manufacturer to manufacturer but they all fall under the same guide given the age of the product. Firstly, we will require all faulty items to be returned to the store for inspection. This will allow us to assess the fault and gather all information required to deal with your problem. If you are unable to get to the store we may ask you to send us pictures or a video of the fault. This will allow the manufacturer to determine the best and swiftest resolution.

Products within 28 days of purchase: In the rarest of cases problems occur within the first few weeks of using a product. Given how new the item is it is not reasonable to accept anything other than a swift and immediate replacement. Please return the item to the store and one of team will organise a replacement for you. In many cases this will happen immediately and whilst you are in store. Should the replacement be required and we are unable to supply one immediately we will offer a loan item (see below). It is not our policy to offer a refund of alternative product unless the manufacturer are unable to offer a replacement within a reasonable time frame and this would be with the approval of the manufacturer.

Products after 28 days of purchase (and still in the warranty period): When a product has been owned for more than 28 days we will arrange for a repair (some manufacturers do not repair and simply replace faulty items) to be undertaken by

Customer Name: _____

Account Number: _____

Date Of Purchase: _____

the manufacturer. In order for the repair to take place we may need to send your item to the manufacturer. In the event that we have to send your item away we will endeavour to supply a loan item (see below) to minimise the inconvenience. Should the manufacturer be unable to repair the item they will offer a replacement, again this will be as close to the original item as possible (should the original item no longer be available). Refunds will not be offered once an item has been used past this 28 day period.

LOAN ITEMS

As part of our service to you we carry a number of loan items that can be used should your item be with the manufacturer for repair, or unusable awaiting a replacement. Due to the nature of loan items we cannot guarantee a loan nor that it will be an exact loan of the returned item. We will however do everything we can to try and supply a suitable loan item.

LOOKING AFTER YOUR NEW ITEMS

To help prevent problems from occurring here are some helpful hints on looking after your items:

- ALWAYS READ THE INSTRUCTIONS – the instruction manual ensure you have all the information you need for correct and safe use of your item. Failure to follow the instructions accounts for the vast majority of faults.
- IF IN DOUBT ASK – Should you be unsure how to use an item you have purchased from us please do not hesitate to contact one of our team – we are glad to assist at anytime.
- KEEP YOUR ITEM MAINTAINED – Common faults on strollers and prams can occur when your item is not maintained correctly. Always follow your instructions guide on regular maintenance. Your new pram or stroller will need regular cleaning and in some cases lubrication to keep it from failing you later.
- DON'T OVERLOAD YOUR STROLLER – Always follow your instructions guide on weight loadings (for both seat and basket). Overloading a pram or stroller will cause additional wear and tear and this may result in a warranty claim not being honoured.
- AVOID A UNIVERSAL BUGGY BOARD – Pramland only recommend the use of an approved wheel / buggy board for items still under warranty. Their use can invalidate a warranty and cause your stroller to fail due to the excessive loadings.

NEED HELP?

If you need to speak to us to report an issue or for any assistance with your items here are our contact details:



TEL : 01482 329514



Email : store@pramland.co.uk

As a responsible nursery store we operate and provide our aftercare policy in line with guidance from the Federation Of Small Businesses for your protection and rights.



**THANK YOU FOR CHOOSING
PRAMLAND AND HAPPY
PARENTING!**

The Pramland Team