

ErgoPromise GUARANTEE

Carry with confidence

Superior quality. Safe, happy babies.

Ergobaby never settles for less than exceptional. From materials to workmanship, our carriers are built to last for years to come as your baby — and family — grows.

That's why every Ergobaby carrier comes with the *ErgoPromise* Guarantee. If you find a manufacturing or material defect, we'll replace your carrier at no charge.

We stand by our products so you can carry your precious cargo with confidence.

ERGOBABY WARRANTY POLICY AND GUIDELINES

Ergobaby products were designed to carry and comfort the most precious cargo of all. With this in mind, we use exceptional materials and workmanship to create products that families trust day after day, and in many cases, baby after baby. We strive to exceed your expectations not only for comfort and ergonomics, but also quality and durability, and stand behind all our products with outstanding customer service and warranties as described below.

The *ErgoPromise* Guarantee

(for applicable products manufactured in 2017 and after)

The *ErgoPromise* Guarantee covers all baby carriers (including wraps) manufactured in 2017 and after, and provides a 10 year limited warranty, from the time of initial purchase, against manufacturing defects* in materials and workmanship. Ergobaby, through Bloom & Grow, will provide a replacement part or replacement product at its discretion for any manufacturing defect in these products.

The *ErgoPromise* Guarantee does not cover damage caused by normal wear and tear*, accident (including lost/stolen products), improper care or cleaning, non-standard usage, misuse or negligence, or the natural breakdown of colors and materials over extended time and use. Only original, unaltered and unmodified items and workmanship are covered.

Applicable products eligible for this warranty are covered only as to the original owner, product must be purchased from an authorized Ergobaby seller, and must be returned to Bloom & Grow along with proof of purchase for an evaluation.

*Manufacturing Defects

A manufacturing defect exists if the product departs from its intended design. Defective materials (buckles, straps, fabrics, etc.) or workmanship (stitching, seams, construction, etc.) are covered by Ergobaby's warranties.

*Wear and Tear

All products are subject to normal wear and tear, which is damage that naturally occurs with normal use. All components and materials deteriorate over time, use and exposure to natural elements, and there is a natural breakdown and fading of fabrics over normal use and time.

2 Year Warranty - Strollers

Ergobaby provides a 2 year limited warranty, from the time of initial purchase, on its strollers (Metro Compact City Stroller, excluding stroller accessories), against manufacturing defects* in materials and workmanship. Ergobaby, through Bloom & Grow, will provide a replacement part or replacement product at its discretion for any manufacturing defect in these products.

This limited warranty does not cover damage caused by normal wear and tear*, accident (including lost/stolen products), improper care or cleaning, non-standard usage, misuse or negligence, or the natural breakdown of colors and materials over extended time and use. Only original, unaltered and unmodified items and workmanship are covered.

Applicable products eligible for this warranty are covered only as to the original owner, product must be purchased from an authorized Ergobaby seller, and must be returned to Bloom & Grow along with proof of purchase for an evaluation.

1 Year Warranty

Ergobaby provides a 1 year limited warranty, from the time of initial purchase, on all products not covered by the *ErgoPromise* Guarantee or the 2 year warranty for strollers, against manufacturing defects* in materials and workmanship. Ergobaby, through Bloom & Grow, will provide a replacement part or replacement product at its discretion for any manufacturing defect in these products.

This limited warranty does not cover damage caused by normal wear and tear*, accident (including lost/stolen products), improper care or cleaning, non-standard usage, misuse or negligence, or the natural breakdown of colors and materials over extended time and use. Only original, unaltered and unmodified items and workmanship are covered.

Applicable products eligible for this warranty are covered only as to the original owner, product must be purchased from an authorized Ergobaby seller, and must be returned to Bloom & Grow along with proof of purchase for an evaluation.

Submit a Warranty Claim

If your product has legitimate manufacturing defect, please contact Bloom & Grow Customer Service so that we can assist you in determining which warranty may be applicable. Proof of purchase and return mailing of the applicable defective product may be required. Return shipments must be

prepaid and insured. If the claim is determined to be valid, any replacement part or replacement product will be at the discretion of Ergobaby, based on the type of product returned and the availability of replacement parts, styles, models, colors and patterns.

Contact details:

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support@ergobaby.cn

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Refunds and Exchanges

All refunds and exchanges are handled through Bloom & Grow,

Different or additional warranty rights may exist in the purchaser's jurisdiction. To the extent that different or additional warranty rights exist under the laws of the purchaser's jurisdiction, those warranties shall apply and be in addition to the warranty rights referenced herein.

FAQ

Q1 What products does the ErgoPromise Guarantee cover?

A1 Baby carriers and wraps.

Q2 What is the time span covered by the ErgoPromise Guarantee?

A2 The ErgoPromise Guarantee provides a 10 year limited warranty, from the time of initial purchase, against manufacturing defects in materials and workmanship.

Q3 What type of defect is covered by ErgoPromise Guarantee?

A3 This guarantee covers manufacturing defects on baby carriers and wraps. A manufacturing defect exists if the product departs from its intended design. Defective materials (buckles, straps, fabrics, etc.) or workmanship (stitching, seams, construction, etc.) are covered.

Q4 My carrier was given as a gift; is it covered by ErgoPromise Guarantee?

A4 Carriers, wraps, and hip seats given as gifts are eligible for this warranty. The gift recipient must be able to demonstrate that it was purchased from an authorized Ergobaby seller. They also must be able to return product along with proof of purchase for an evaluation.

Q5 I received my carrier second hand; is it covered by ErgoPromise Guarantee?

A5 Carriers, wraps, and hip seats eligible for this warranty are covered only as to the original owner, product must be purchased from an authorized Ergobaby seller, and must be returned to Ergobaby along with proof of purchase for an evaluation.

Q6 Does the ErgoPromise Guarantee cover carriers and wraps purchased in the past?

A6 It applies to carriers, wraps and hip seats manufactured in 2017 and after.

Q7 Under the ErgoPromise Guarantee will you fix or replace my carrier or wrap?

A7 Ergobaby will provide a replacement part or replacement product at its discretion for any manufacturing defect. Fixing a product or providing a refund are not remedies covered by this guarantee.

Q8 How does the ErgoPromise Guarantee apply if my product has been discontinued?

A8 If the baby carrier, wrap or hip seat has a manufacture's defect that cannot be remedied with a replacement part and the product has been discontinued, we will send you a new product of equal or greater value.