

Graco EU Warranty Policy

Geographical Eligibility: All sales regions within EMEA

Guarantee: Purchase by the consumer irrespective of country / channel

Scope:

Component	Warranty Policy	Warranty limitations
Child Restraint (Car Seats)	24 Month but limited to statement on Covers below Warranty applies against defective materials or workmanship from the date of original purchase. Proof of purchase is required. The exclusive remedy for this warranty is that Graco will, at its option, provide repair or replacement components for this product. Graco reserves the right to discontinue or change fabrics, parts, models or products, or to make substitutions.	This warranty does not include damages which arise from negligence, misuse or use not in accordance with the product instruction. The warranty applies to the first owner and is not transferable
Covers	1 Year against discoloration, Loose seams, Seam rips, Visible wear and Tear, Strange Odours	Stains after washing
Frame	2 Year against corrosion, loose parts, surface finish defects incl flaking and peeling, welded joints	Dents and scratches from use, damage from misuse
Plastic	2 Year – stress marks, UV discoloration , welded joints	
Strollers	1 Year Warranty but limited to Handle bar Grips as below applies against defective materials or workmanship from the date of original purchase. Proof of purchase is required. The exclusive remedy for this warranty is that Graco will, at its option, provide repair or replacement components for this product. Graco reserves the right to discontinue or change fabrics, parts, models or products, or to make substitutions.	This warranty does not include damages which arise from negligence, misuse or use not in accordance with the product instruction. The warranty applies to the first owner and is not transferable
Frames Chassis, seat, etc.	1 year* Rust, non-function, powder coat defects (flaking and peeling), brake adjustments, worn brake adapters, squeaks and noises,	Dents and scratches from use, damage from misuse
Wheels	1 Year* Rocks inside EVA tire, Wheel axles corrosion and seizure,	Air tire punctures, general wear and tear
Handlebar Grips	6 Months All including dents, rips, and tears in foam grips	

Soft Goods	1 Year* Loose Seams, Seam rips, major UV damage , zippers	Mold, stains and dirt post washing, Rips on fabrics
Home Products and Accessories		
Covers	1 Year against discoloration, Loose seams, Seam rips, Visible wear and Tear, Strange Odours	Stains after washing
Frame	1 Year against corrosion, loose parts, surface finish defects incl flaking and peeling, welded joints	Dents and scratches from use, damage from misuse
Plastic	1 Year – stress marks, UV discoloration , welded joints	
Electrical	6 Months against defect of materials, corrosion of components, mechanical operation	Damage caused by Misuse, incorrect voltage applied, Battery corrosion
Accessories	1 Year* (Warranty on Accessories purchased with a base product or separately)	
Spare Parts	1 Year (Warranty on Spare Parts, either purchased or no-charge)	

Process:

There are 2 sources of return acceptable within this policy

- a) Where able all returns must be directed through the retailer. The retailer checks the 'proof of purchase' on basis of extended warranty period above product is returned to Service Center for full evaluation
- b) If consumer is unable to direct through the reseller through seize of trading Graco will direct consumer to service center

On receipt of the product, there is an assessment and a determination made of the condition of the product;

- Check the serial number (for the date of manufacture)
- Verify the alleged fault exists

1. Loaner to be sent to consumer (see loaner policy)
2. If no warranty, customer service to approve good will service up to 75 Euro. Above 75 Euro sales leader to decide if good will and advice against PE (created by sales leader) – transaction code FD
3. If no goodwill / warranty – item gets repaired / replaced while raising invoicing

Loaner policy

1. At the discretion of the Customer Service Team, a consumer may be provided with a loan product whilst theirs is being repaired.

PE for good will service

1. Every sales co (i.e. sales leader) needs to raise a PE on a quarterly basis to be able to action good will service
2. Initial request needs to be based on historic run rate
3. EPC will provide approval