



TALK TO US

We'd love to hear from you!
Talk to us if you love our products, have
cool ideas or an issue you want us to solve.

www.chillafish.com/talk



The CHILLAFISH Company
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2030 Antwerpen, Belgium

AFTER SALES SUPPORT
www.chillafish.com/talk

18
MONTHS
WARRANTY



Warranty conditions

Claims under the warranty are only valid when either

- a) the original purchase receipt is submitted with your product identification to your distributor or retailer, or
- b) all information, including product identification, purchase date and point of purchase are submitted online through www.chillafish.com/talk.

Your product identification can be found on the Chilla label on your product.

CHILLAFISH products are covered by the following limited warranty, subject to the restrictions indicated below:

- 18 months from date of purchase on the frame (regular use).
- 6 months from date of purchase on all parts (regular use).
- The warranty only applies to material/construction faults on the product and/or parts thereof.

The warranty is not applicable and/or is invalidated in the following cases:

- The product has been handled without due care, has been involved in an accident, or has been fitted with non-approved parts.
- Damage has occurred through extreme use such as sharp braking and skidding.
- The product has not been assembled as per instructions or has not been correctly maintained.
- Parts fitted afterwards do not match the product's technical specifications or original parts have not been used or have not been fitted correctly.
- The product is used for professional purposes (rental, events, playgrounds, schools, etc.).
- Technical repairs to the product were not carried out professionally.
- Replacement of parts such as chains and tires were not carried out on time.

Under no circumstances The CHILLAFISH Company N.V. can be held responsible for damage to the product or parts thereof as a result of incorrect adjustment/tightening of parts such as the chain(s), bolts, tire(s) or hub.

Any damage, injury, loss or other problems arising from inappropriate use, abuse, violence, lack of maintenance or ordinary wear are not subject to warranty or claim.

The CHILLAFISH Company N.V. and its distributors will not accept any charges for repairs that have been made without prior approval by a CHILLAFISH distributor, even where the damage repaired would normally be covered by warranty conditions. The final decision on whether or not broken or damaged parts are covered by the warranty is made by an approved CHILLAFISH distributor. If the warranty request is not approved, all costs shall be charged to the owner.