



Steps to file a Warranty Claim

1. Download Warranty claim form.
2. Fill out the claim form and attach a copy of your receipt.
3. Fax claim sheet to 972-422-5645
4. Allow up to 72 hours to process the claim.
5. Claim is validated by YJ USA and Return Authorization issued.
6. Send defective part to the address below:
7. Allow up to 1 week for the claims department to process the product.
8. YJ USA will contact you for return payment.
9. Allow up to 10 days for part to be returned.

Warranty Claim Procedure

A valid Return Authorization Number (R/A) is required. YJ USA will assign a R/A to you based on the information you provide on the warranty claim form. YJ USA does not accept shipments without a valid R/A number.

The part is the subject of your claim must be packaged in a single box, strong enough to withstand the stress of shipping. YJ USA will not accept multiple boxes, partial shipments, opened or damaged boxes. Include a **copy of your warranty claim form** and **original sales receipt** inside the box to help identify the claim should the shipping label become damaged in transit. Ship the package freight prepaid to the following address. YJ USA will not accept C.O.D.

Trampoline Warranty Claims

Attn: (insert your R/A number here)
3970 Lindbergh Drive
Addison, TX 75001

In the case of a damaged frame, the complete frame, including all the broken and non-broken part(s), must be returned. YJ USA's engineering department will inspect the entire frame for damage or stress that may not clearly be visible. The inspection gives our engineers important data that will confirm the cause of the damage to the component. Storm damage or damage caused by unauthorized repair work are not covered by the product warranty.

Bazoongi ProJump, JumpKing, Lifestyles USA, & Orbounder are registered trademarks of YJ USA Corporation.



Warranty Claims Form

Name _____
Street _____
City _____
State _____ Zip _____
Phone _____
Phone _____
E-mail _____

Trampoline Info

Brand Name _____
Retailer _____
Date of Purchase _____

Damaged Item Mark with "X"

Frame / Steel tubing _____
Jumping Surface _____
Frame Pad _____
All other parts _____

Please explain in detail the defects on the parts you are claiming and how they were damaged.

Attach receipt here.

Please mark the damage with chalk, string or colored tape.

The information requested is to assist in processing your warranty claim only and will not be sold.