



Jumporange (JO) warrants inflatable products it sells up to three (3) years on all full commercial grade (Platinum Series Model # starts with JOC, JOG, JC & JG) Dry use; one and half (1-1/2) years on full commercial grade Wet/Dry dual use inflatables; one (1) year on all DuraLite Hero series (Model # starts with JOH) inflatables from the date of the purchase. All JO residential use DuraLite Kiddo series (Model # starts with JOK) are guaranteed to be free of defects up to a period of ninety (90) days from the date of the purchase. JO warrants the air blowers it sells for a period of one (1) year and thirty (30) days for advertising air puppets and all other accessories. We at JumpOrange take our customer service as priority by offering national wide repair/service facilities on selected areas to minimize your service downtime to maximize your investment. JO provides limited warranty that doesn't apply to defects due to directly or indirectly to misuse, abuse, negligence, excessive usage, unusual wear and tear, accidents, repairs, improper usage, alterations, and lack of maintenance or consumable parts/materials. The customer's usage of any inflatable product on a hard surface other than grass without the use of a tarp shall constitute improper usage, which isn't covered by the warranty. Any other non-jumporange brand products purchases will be referred to the original manufacture for the warranty service. All warranty issues are Credit Upon Inspection. All items returned should have a Return Merchandise Authorization # (RMA#) obtained from JO Customer Service Department. Unidentified returns won't be accepted or subject to be abandoned on site at customer's cost. Product may be vary subject to change without notice. Please contact JO customer service department at Toll Free (877)388-5867, (562)229-1800 or via email at Support@jumporange.com for more details of this limited warranty coverage.

ORDER, RETURN AND EXCHANGE POLICY

Due to the nature of the products, all sales are final upon verbally agree for phone order or signing the sales order, invoice and/or credit card authorization form or online orders unless otherwise agreed to in writing or manufacture defective which is subject to be determined by JO Service Department. Any custom-made order requires 50% non-refundable deposit upon placing the order. If the balance of an order or pre-order isn't paid 15 days from the estimated shipping date, the order will be automatically cancelled and subject to a re-stocking fee equal to 20% of the purchase value or full amount of the initial deposit whichever is greater. In any special approved cases that the customer will need to return the order, all items returned must have a Return Merchandise Authorization # (RMA#) pre-approved and obtained from JO Customer Service Department at the customer's prepaid shipping and delivered back to JO Facility within 30 days from the initial shipping date. No credit will be issued if the products aren't in the original boxes or have been opened or inflated which is considered USED. No inbound and outbound shipping refund or credit. If the original purchase contains free shipping, the final credit will be calculated after the cost of the original outbound shipping. Unidentified returns or freight collect shipment won't be accepted and subject to be abandoned on site at customer's cost. For more details, please contact JO customer service department at Toll Free (877)388-5867 or (562)229-1800 or email to Support@jumporange.com.

Scan this code to shop & order on-the-go with your mobile device or call

1-877-388-JUMP(5867)

Mon.-Fri. 9AM-5PM (PST)

