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# Authorised Reseller **PRODUCT GUIDE**

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Vuly pushes the limits of design and engineering to create the world's most incredible outdoor play products. We're fiercely determined to pioneer products that realise dreams. With ingenuity and diligence that transcends the competition, we hope to bring our revolution of safe and active play to more families around the world.

Commitments to innovation, quality and safety are the ingredients that produce the wonder of a Vuly trampoline or swing set. It's an experience that no other can match.

## This Product Guide

The following is a guide to the current Vuly product line-up for our sales and service team and authorised resellers. It provides all the information that you need on the benefits and features of a Vuly.



# ABOUT THE VULY BRAND

## History

Founded in 2008 – as Trampolines Australia – and still based in Brisbane, Australia, Vuly has grown its reputation for innovation, and it has been at the forefront of global developments in outdoor play. Trampoline design had been stagnant for decades, until Vuly introduced a focus on research and development and invested heavily in modernising the market.

In 2013, Vuly created the world’s only Leaf Spring-powered trampoline, the Thunder. As part of its radical rethinking of safety and performance, Vuly refined the Leaf Spring system into a more accessible Thunder package in 2016. Less than ten years after it was founded, Vuly released its first outdoor play set – the modular 360.

## Distribution

Based in Brisbane, Vuly’s sophisticated Warehouse and Distribution Centres dispense the magic of Vuly across Australia.

With an advanced racking system that boasts 2,500 pallet locations in Brisbane alone, and with over 1,000 pallets of trampoline joy moving through every week leading up to Christmas, we take great pride in our polished logistics hub.

## Service

Vuly is a youth-driven company, with the majority of our team members and leaders under the age of 30. This gives us a unique understanding of the needs of young families.

We’re available for sales and service enquiries 7-days-a-week! Call 1300 667 514 to speak to one of our friendly representatives.



# TRAMPOLINE MODEL COMPARISON

## Features



	FLARE	ULTRA	LIFT 2	THUNDER	THUNDER PRO
SAFETY NET	1.65 m	1.75 m	1.8 m	1.8 m	1.9 m
	Tough polyethylene mesh	Tough polyethylene mesh	Tough polyethylene mesh	Tough polyethylene mesh	Soft terylene mesh
	Self-closing door	Self-closing door	Self-closing door	Self-closing door	Extra tall self-closing door
FRAME	Twice-galvanised steel	Twice-galvanised steel	Twice-galvanised steel	Twice-galvanised steel	Twice-galvanised steel
	-	-	Powder-coating	-	Powder-coating
	Single-ring frame	Single-ring frame	Stronger, dual-ring frame	Stronger, dual-ring frame	Stronger, dual-ring frame
	500 kg capacity	750 kg capacity	750 kg capacity	750 kg capacity	750 kg capacity
	-	-	-	Safety Skirt included	Safety Skirt included
REBOUND SYSTEM	Single-layer coil springs	Dual-layer coil springs	Dual-layer coil springs	Compact Leaf Springs	Full-size Leaf Springs
	Single-sided padding	Single-sided padding	Double-sided padding	Springless – gentle edges	Springless – gentle edges
JUMP MAT	Long-lasting polypropylene	Long-lasting polypropylene	Long-lasting polypropylene	Long-lasting polypropylene	Long-lasting polypropylene
	-	-	Printed games	Printed games	Printed games

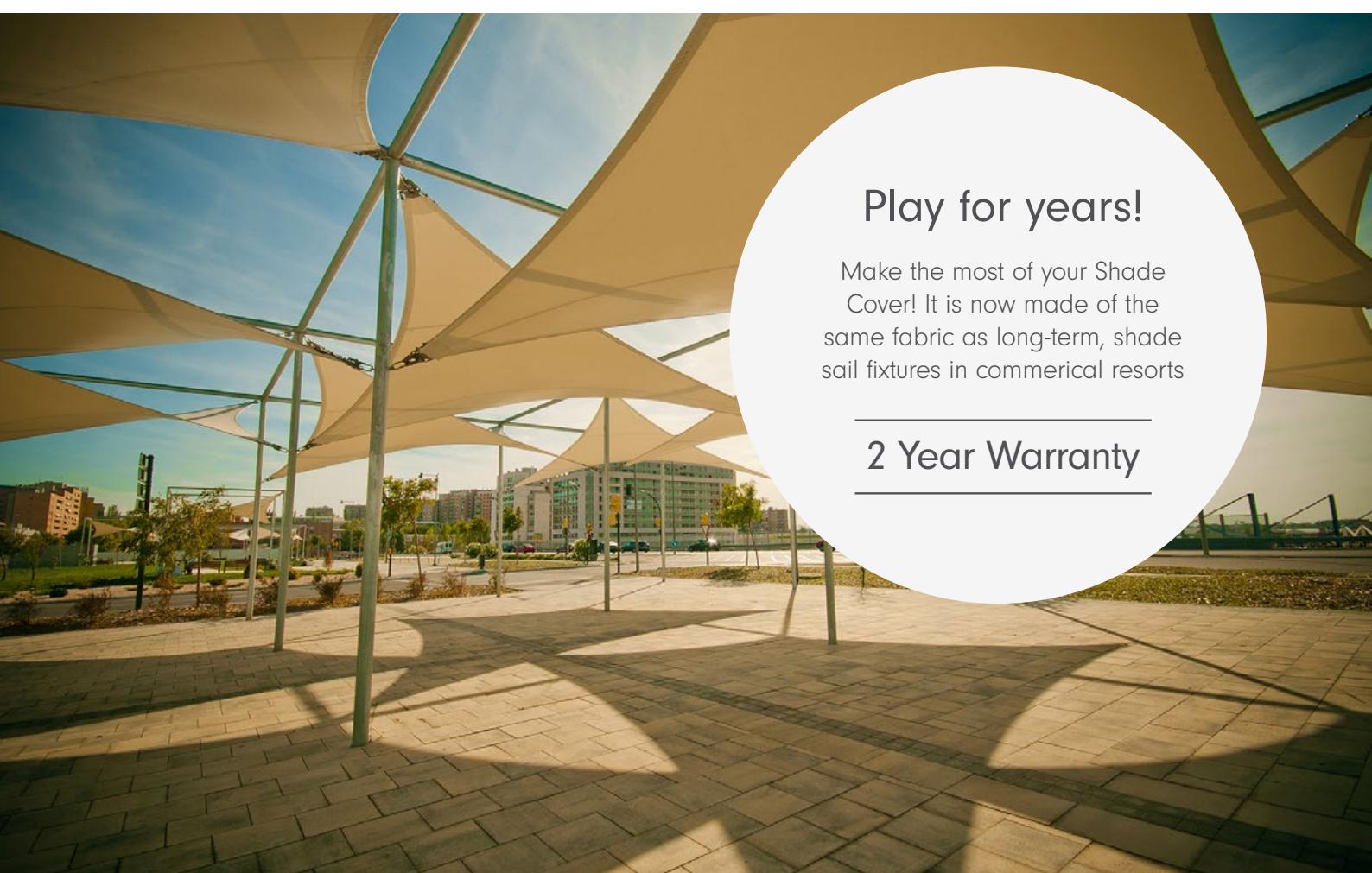
# VULY SHADE COVER

Get shelter from the sun that's made for outdoors!  
Enjoy a new design that's so strong, it's made to be left attached to your Vuly all day - rain or shine.



## Stay safe in the sun

Shield bouncers from the full force of the sun, but avoid water pooling on the roof during rainy days - with permeable polyethylene.



## Play for years!

Make the most of your Shade Cover! It is now made of the same fabric as long-term, shade sail fixtures in commercial resorts

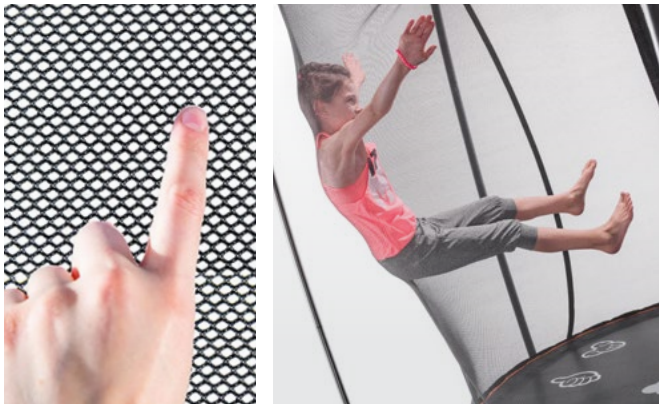
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2 Year Warranty

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# Trampoline range

## VULY-EXCLUSIVE FEATURES



### Strong and supportive safety net

All Vuly enclosures use our signature hourglass design. It's firm, but it won't injure the user when they take a tumble. The mesh is also densely-woven to prevent tears and protect little fingers and toes.



### Nut-and-bolt free easy assembly

Put together any Vuly trampoline by just sliding and clicking together the components. With no small or fiddly parts, installation couldn't be simpler.



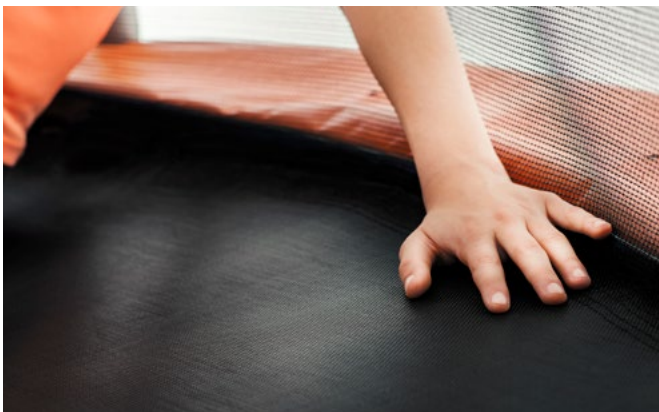
### Secure and accessible entry

Vuly's new, slip-in trampoline doors have more flex when climbing aboard and stepping off, but they completely seal while bouncing.



### Hours of fun games

With built-in games that are ready to play, Vuly's HexVex™ Game Mat system offers limitless possibilities for fun.



### No contact zones and no injuries

Unlike some competitors, bouncers will never touch the frame or springs on a Vuly. With a safety net that's attached directly to the jump mat, you can bounce to the edge without fear.



### Frame warranty - 10 years

Vuly trampoline frames are built to last, and they're guaranteed free of faults for up to 10 years—more than double the standard warranty of most competitors.





# FLARE

## Play affordable.

Available in M, L, XL

Flare infuses all the greatest Vuly features into our most affordable trampoline ever. It's safe bouncing for every family for years to come.

### UNIQUE FEATURES

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- Leader in safety and quality leader at the price-point, with no plastic parts, easy assembly and a frame free of nuts and bolts.
- Flat Shade Cover design that's easy to attach.
- Comes in 10ft, 12ft and 14ft.
- 500kg static weight rating (100kg user weight).





# ULTRA

## Play favourite.

Available in S, M, L, XL

Ultra is Australia's favourite trampoline. With a design that's been tested in thousands of backyards, there's no compromises on safety and fun.

### UNIQUE FEATURES

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- Every key Vuly traditional trampoline safety feature for secure play.
- Most affordable trampoline with the industry-leading 750 kg static capacity. (150 kg user weight rating)
- Comes in 8ft, 10ft, 12ft and 14ft.





# LIFT 2

## Play trusted.



### Available in M, L, XL

Lift 2 is the longest-lasting Vuly ever. With a slick powder-coated frame married to an extra UV-resistant enclosure, it's made for safe bouncing in Australian weather.

### UNIQUE FEATURES

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- Long-lasting and soft net. Stronger polyethylene enclosure that is thoroughly 'wet-tested' to verify superior UV performance in real weather conditions.
- Powder-coated steel tubing defends against rust.
- Two-tiered spring system to bounce higher. The two layered high-tensile springs that recoil based on weight - feature thicker hooks, tapered ends and chromate conversion coating to prevent breakage.
- Create the perfect games centre and encourage imaginative play, with the unique HexVex Game Mat printed right under your feet.
- Comes in 10ft, 12ft and 14ft.
- 750kg static weight rating (150kg user weight rating).





# THUNDER

## Play springless.



### Available in M, L, XL

Thunder refines Vuly's distinctive design DNA to deliver an exciting and truly affordable Leaf Spring trampoline in a lighter package.

### UNIQUE FEATURES

- Patented Compact Leaf Springs means safer no-coil bouncing in a lighter package.
- No compressing rods, unlike other springless systems, which can cause crushing injuries.
- Create the perfect games centre and encourage imaginative play, with the unique HexVex Game Mat printed right under your feet.
- Comes in 10ft, 12ft and 14ft.
- 750kg static weight rating (150kg user weight rating).





# THUNDER PRO

## Play supreme.



### Available in M, L, XL

Thunder Pro represents the ultimate in trampolining, with fully realised Leaf Spring technology and all the greatest safety features.

### UNIQUE FEATURES

- Extra-tall terylene enclosure is softer on the skin than other nets.
- Powder-coated steel tubing defends against rust.
- Patented Leaf Springs provide the most dynamic bounce, without the hazards of traditional or other springless systems.
- Create the perfect games centre and encourage imaginative play, with the unique HexVex Game Mat printed right under your feet.
- 750 static weight rating (150kg user weight rating).
- Comes in 10ft, 12ft and 14ft.





# 360 PRO MAX

Play infinite.



360 Pro Max is the modular swing set system designed to grow with your family. Create your own experience from the ground-up, and even add a full cubby house to truly push limits.

## UNIQUE FEATURES

- Stronger frame and cubby, for long-term play.
- Exclusive and innovative attachments - like the Ring Swing and Spin Swing.
- Fully customisable and upgradable.



# 360 PRO MAX

Amazing new configurations – build from the frame up



**C2** Cubby House + 2 swing stations



Set includes Max boxes:

- 3 x Frame A
- 1 x Frame B
- 1 x Upsize Kit
- 1 x Cubby House
- 1 x Cubby Link
- 1 x C2 Shade Cover

**C3** Cubby House + 3 swing stations



Set includes Max boxes:

- 3 x Frame A
- 1 x Frame B
- 2 x Upsize Kit
- 1 x Cubby House
- 1 x Cubby Link
- 1 x C3 Shade Cover

**L**  
**3C2** 3 swing stations + Cubby House + 2 swing stations



Set includes Max boxes:

- 4 x Frame A
- 2 x Frame B
- 3 x Upsize Kit
- 1 x Cubby House
- 2 x Cubby Link
- 1x L-Shape Kit
- 1 x 3C2 Shade Cover

**3C3** 3 swing stations + Cubby House + 3 swing stations



Set includes Max boxes:

- 4 x Frame A
- 2 x Frame B
- 4 x Upsize Kit
- 1 x Cubby House
- 2 x Cubby Link
- 1 x 3C3 Shade Cover

# 360 PRO MAX

## Swings

Compatible with the original 360 Pro.



Spin Swing



Seat Swing



Wrecking Swing



Bounce Swing



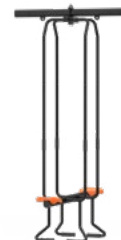
Nest Swing



Monkey Swing



Hanging Cubby



Seesaw Swing



Bed Swing



Ring Swing



Toddler Swing



Yoga Swing



# 360 PRO MAX

## Add-ons



**Soccer Goal**

Kick and score everytime.



**Basketball Set**

Become a basketball hero.



**Punching Ball**

Practise your boxing form.

# Accessories

## UNIVERSAL ACCESSORIES

AVAILABLE FOR TRAMPOLINES, SWING SETS AND MONKEY BARS:



**Shade Cover**



**Basketball Set**

*May vary across different models*

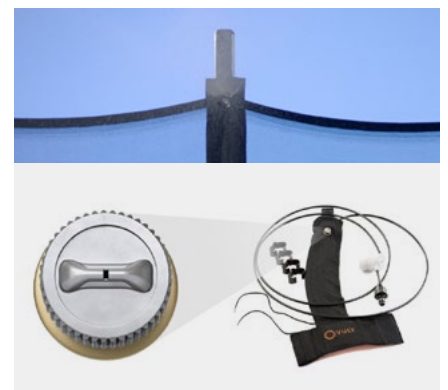
COMPATIBLE WITH TRAMPOLINES, SWING SETS AND MONKEY BARS:



**Surge Bluetooth Speaker**



**Led Light**



**Water Mister**

## TRAMPOLINE ACCESSORIES



**Wheels**

Compatible for Lift 2, Thunder and Thunder Pro



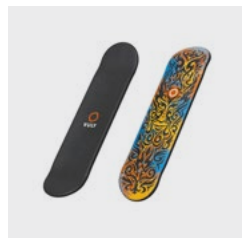
**Ladder**

Compatible with Flare, Ultra and Lift 2



**Leveller**

Compatible with Lift 2, Thunder and Thunder Pro



**Deck**

Compatible with all trampolines



**Socks**

Compatible with all trampolines.

Visit [VulyPlay.com](https://www.vulyplay.com) for the full range of accessories.



# QUEST

## Play inspired.



Quest takes your backyard to the next level. It's not just a monkey bar, it's a full play centre - with countless configurations to get the whole family playing together.

### UNIQUE FEATURES

- Fully customisable, height-adjustable climbing frame.
- Huge range of swap-and-play accessories cross-compatible with Vuly swing sets.
- Double galvanised and powder-coated, like all premium Vuly products.
- Comes in a M, L and XL frame



# QUEST

## NEW Add-ons



Hanging Cubby



Roman Rings



Ninja Grips (round)



Ninja Grips (long)



Monkey Swing



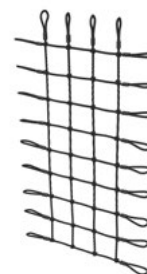
Climbing Ladder



Gym Rope



Jungle Rope



Cargo Net



Bed Swing



Bounce Swing



Wrecking Swing



Toddler Swing



Seat Swing



Flying Fox



Boxing Bag



Netball Ring



Basketball Set



# ROVER

## Play anywhere.

Rover brings the fun wherever you go. Fill the stylish rover wagon cart with their favourite kit, or pull the kids along in it, and head out together on an exciting trek.

### UNIQUE FEATURES

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- Foldable design, with carry bag included.
- UV-resistant Shade Cover.
- Transport up to 80 kg.





# BEACH ROVER

## Play anywhere.

Rover is ready to roll out on your family's next adventure - no matter where you're going - with the special Beach Edition. It's better than ever and equipped for kids and cargo alike.

### UNIQUE FEATURES

- Foldable design, with carry bag included.
- Transport up to 80 kg.



**Aqua**



**Ocean Blue**



**Palm Beach**



**Pineapple**



**Sand**



**Sailor**



**Tropical Getaway**



# SKATEBOARD

## Play street.

The Vuly Skateboard lets you take it to the streets, with your best kickflips and ollies. Featuring our iconic spray paint Deck design, you can take your skills anywhere.

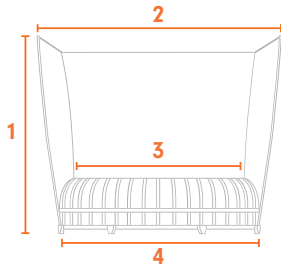
### UNIQUE FEATURES

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- 7-layer maple deck construction.
- Aluminium trucks and ABEC-7 bearings.
- ♦ 52 mm wheels.



# Specifications



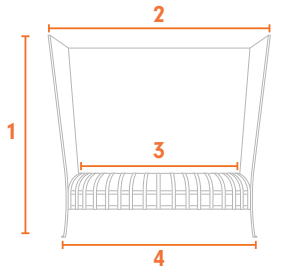
## Thunder Pro Trampoline

### Dimensions

- 1 M 190cm L 190cm XL 190cm
- 2 M 367cm L 437cm XL 497cm
- 3 M 253cm L 323cm XL 377cm
- 4 M 298cm L 368cm XL 428cm

Medium - Packaging	
Box A (6x)	(L) 960mm (W) 250mm (H) 245mm
Box B (1x)	(L) 710mm (W) 565mm (H) 295mm
Box C (1x)	(L) 730mm (W) 490mm (H) 200mm
Large - Packaging	
Box A (8x)	(L) 960mm (W) 250mm (H) 245mm
Box B (1x)	(L) 940mm (W) 565mm (H) 295mm
Box C (1x)	(L) 850mm (W) 480mm (H) 240mm

Extra Large - Packaging	
Box A (10x)	(L)930mm (W) 240mm (H) 125mm
Box B (2x)	(L) 590mm (W) 565mm (H) 295mm
Box C (1x)	(L) 1000mm (W) 470mm (H) 255mm



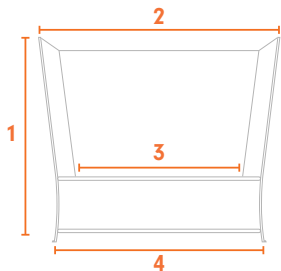
## Thunder Trampoline

### Dimensions

- 1 M 180cm L 180cm XL 180cm
- 2 M 300cm L 367cm XL 447cm
- 3 M 250cm L 316cm XL 377cm
- 4 M 298cm L 368cm XL 428cm

Medium - Packaging	
Box A (1x)	(L) 1200mm (W) 335mm (H) 100mm
Box B (1x)	(L) 1200mm (W) 340mm (H) 180mm
Box C (1x)	(L) 760mm (W) 385mm (H) 170mm
Box D (1x)	(L) 1215mm (W) 350mm (H) 160mm
Box E (1x)	(L) 1215mm (W) 240mm (H) 110mm
Large - Packaging	
Box A (1x)	(L) 820mm (W) 385mm (H) 240mm
Box B (1x)	(L) 810mm (W) 340mm (H) 105mm
Box C (1x)	(L) 810mm (W) 340mm (H) 105mm
Box D (1x)	(L) 755mm (W) 335mm (H) 165mm
Box E (1x)	(L) 1215mm (W) 340mm (H) 215mm
Box F (1x)	(L) 1215mm (W) 155mm (H) 100mm

Extra Large - Packaging	
Box A (1x)	(L) 840mm (W) 410mm (H) 170mm
Box B (1x)	(L) 840mm (W) 365mm (H) 105mm
Box C (1x)	(L) 840mm (W) 365mm (H) 105mm
Box D (1x)	(L) 745mm (W) 495mm (H) 260mm
Box E (1x)	(L) 1215mm (W) 255mm (H) 130mm
Box F (1x)	(L) 1215mm (W) 385mm (H) 140mm



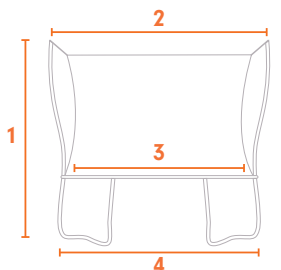
## Lift 2 Trampoline

### Dimensions

- 1 M 180cm L 180cm XL 180cm
- 2 M 311cm L 380cm XL 431cm
- 3 M 256cm L 314cm XL 373cm
- 4 M 313cm L 381cm XL 428cm

Medium - Packaging	
Box A (1x)	(L) 760mm (W) 385mm (H) 400mm
Box B (1x)	(L) 725mm (W) 385mm (H) 145mm
Box C (1x)	(L) 980mm (W) 475mm (H) 160mm
Box D (1x)	(L) 1125mm (W) 265mm (H) 125mm
Box E (1x)	(L) 1125mm (W) 265mm (H) 185mm
Large - Packaging	
Box A (1x)	(L) 815mm (W) 425mm (H) 100mm
Box B (1x)	(L) 775mm (W) 425mm (H) 420mm
Box C (1x)	(L) 1000mm (W) 415mm (H) 225mm
Box D (1x)	(L) 1125mm (W) 290mm (H) 110mm
Box E (1x)	(L) 1215mm (W) 290mm (H) 170mm

Extra Large - Packaging	
Box A (1x)	(L) 780mm (W) 285mm (H) 160mm
Box B (1x)	(L) 800mm (W) 470mm (H) 340mm
Box C (1x)	(L) 800mm (W) 340mm (H) 180mm
Box D (1x)	(L) 990mm (W) 565mm (H) 160mm
Box E (1x)	(L) 1125mm (W) 310mm (H) 150mm
Box F (1x)	(L) 1125mm (W) 310mm (H) 175mm



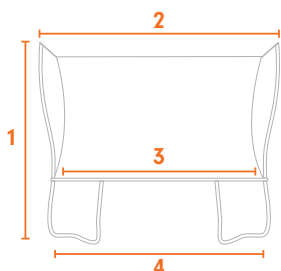
## Ultra Trampoline

### Dimensions

- 1 S 175cm L 175cm  
M 175cm XL 175cm
- 2 S 270cm L 359cm  
M 323cm XL 428cm
- 3 S 205cm L 324cm  
M 267cm XL 382cm
- 4 S 244cm L 378cm  
M 315cm XL 436cm

Medium - Packaging	
Box A (1x)	(L) 760mm (W) 385mm (H) 400mm
Box B (1x)	(L) 725mm (W) 385mm (H) 145mm
Box C (1x)	(L) 980mm (W) 475mm (H) 160mm
Box D (1x)	(L) 1125mm (W) 265mm (H) 125mm
Box E (1x)	(L) 1125mm (W) 265mm (H) 185mm
Large - Packaging	
Box A (1x)	(L) 815mm (W) 425mm (H) 100mm
Box B (1x)	(L) 775mm (W) 425mm (H) 420mm
Box C (1x)	(L) 1000mm (W) 415mm (H) 225mm
Box D (1x)	(L) 1125mm (W) 290mm (H) 110mm
Box E (1x)	(L) 1215mm (W) 290mm (H) 170mm

Extra Large - Packaging	
Box A (1x)	(L) 780mm (W) 285mm (H) 160mm
Box B (1x)	(L) 800mm (W) 470mm (H) 340mm
Box C (1x)	(L) 800mm (W) 340mm (H) 180mm
Box D (1x)	(L) 990mm (W) 565mm (H) 160mm
Box E (1x)	(L) 1125mm (W) 310mm (H) 150mm
Box F (1x)	(L) 1125mm (W) 310mm (H) 175mm



## Flare Trampoline

### Dimensions

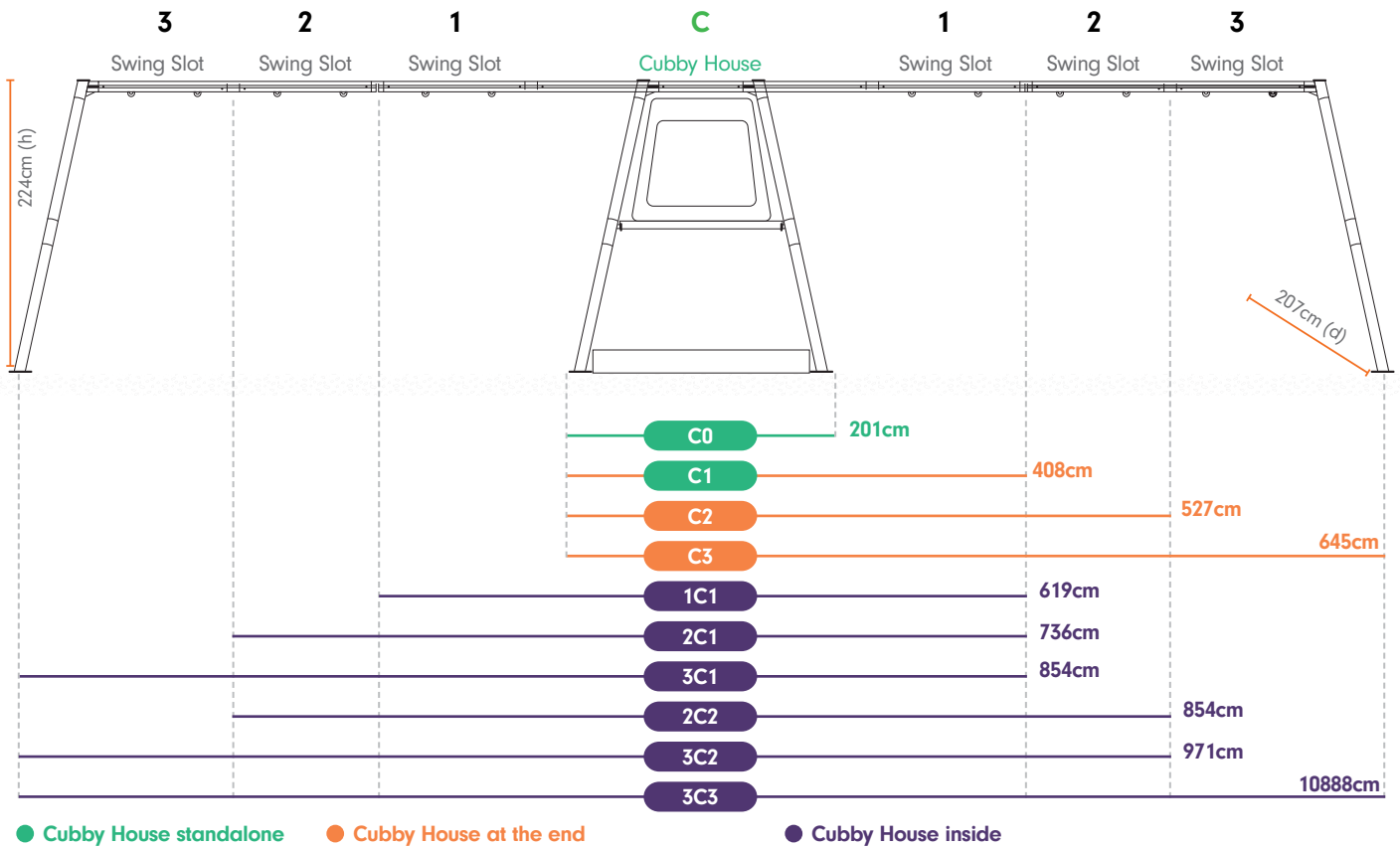
- 1 M 273cm L 289cm XL 289cm
- 2 M 340cm L 386cm XL 434cm
- 3 M 262cm L 323cm XL 385cm
- 4 M 305cm L 366cm XL 428cm

Medium - Packaging	
Box A (1x)	(L) 1230mm (W) 410mm (H) 195mm
Box B (1x)	(L) 1180mm (W) 430mm (H) 140mm
Box C (1x)	(L) 490mm (W) 290mm (H) 85mm
Large - Packaging	
Box A (1x)	(L) 1150mm (W) 380mm (H) 140mm
Box B (1x)	(L) 1210mm (W) 395mm (H) 210mm
Box C (1x)	(L) 1190mm (W) 375mm (H) 200mm

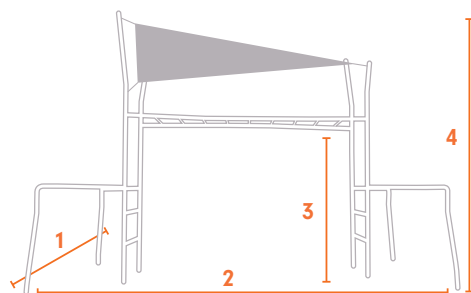
Extra Large - Packaging	
Box A (1x)	(L) 1195mm (W) 390mm (H) 250mm
Box B (1x)	(L) 1140mm (W) 310mm (H) 125mm
Box C (1x)	(L) 1190mm (W) 400mm (H) 200mm
Box D (1x)	(L) 1060mm (W) 400mm (H) 140mm



## Max Swing Set



Medium Max Packaging	C2 Max Packaging	3C2 Max (L Shape) Packaging	3C3 Max Packaging
<b>Upsize Kit (1x)</b> (L) 1130mm (W) 180mm (H) 65mm	<b>Upsize Kit (1x)</b> (L) 1130mm (W) 180mm (H) 65mm	<b>Upsize Kit (3x)</b> (L) 1130mm (W) 180mm (H) 65mm	<b>Upsize Kit (4x)</b> (L) 1130mm (W) 180mm (H) 65mm
<b>Frame A (2x)</b> (L) 1174mm (W) 340mm (H) 200mm	<b>Frame A (3x)</b> (L) 1174mm (W) 340mm (H) 200mm	<b>L Shape Joiner (1x)</b> (L) 750mm (W) 355mm (H) 95mm	<b>Frame A (4x)</b> (L) 1174mm (W) 340mm (H) 200mm
<b>Frame B (1x)</b> (L) 1120mm (W) 200mm (H) 60mm	<b>Frame B (1x)</b> (L) 1120mm (W) 200mm (H) 60mm	<b>Frame A (4x)</b> (L) 1174mm (W) 340mm (H) 200mm	<b>Frame B (2x)</b> (L) 1120mm (W) 200mm (H) 60mm
<b>+ 2x Swings</b>	<b>Cubby Link (1x)</b> (L) 705mm (W) 185mm (H) 75mm	<b>Frame B (2x)</b> (L) 1120mm (W) 200mm (H) 60mm	<b>Cubby Link (2x)</b> (L) 705mm (W) 185mm (H) 75mm
	<b>Cubby A (1x)</b> (L) 810mm (W) 300mm (H) 270mm	<b>Cubby Link (2x)</b> (L) 705mm (W) 185mm (H) 75mm	<b>Cubby A (1x)</b> (L) 810mm (W) 300mm (H) 270mm
	<b>+ 2x Swings</b>	<b>Cubby A (1x)</b> (L) 810mm (W) 300mm (H) 270mm	<b>+ 6x Swings</b>
		<b>+ 5x Swings</b>	



### Dimensions

- ① M 300cm L 390cm XL 490cm    ③ M / L / XL 119cm - 219cm
- ② M 467cm L 475cm XL 475cm    ④ M 315cm L 315cm XL 315cm

## Quest Monkey Bar

Medium - Packaging		Extra Large - Packaging	
<b>Box A (1x)</b>	(L) 1195mm (W) 205mm (H) 175mm	<b>Box A (1x)</b>	(L) 1195mm (W) 205mm (H) 175mm
<b>Box B (1x)</b>	(L) 1145mm (W) 280mm (H) 110mm	<b>Box B (1x)</b>	(L) 1145mm (W) 280mm (H) 110mm
<b>Box C (1x)</b>	(L) 1150mm (W) 315mm (H) 110mm	<b>Box C (1x)</b>	(L) 1150mm (W) 315mm (H) 110mm
<b>Box D (1x)</b>	(L) 1185mm (W) 200mm (H) 110mm	<b>Box E (2x)</b>	(L) 1190mm (W) 195mm (H) 100mm
		<b>Box F (2x)</b>	(L) 1200mm (W) 240mm (H) 100mm
		<b>Box H (1x)</b>	(L) 1195mm (W) 255mm (H) 110mm
<b>Large - Packaging</b>			
<b>Box A (1x)</b>	(L) 1195mm (W) 205mm (H) 175mm		
<b>Box B (1x)</b>	(L) 1145mm (W) 280mm (H) 110mm		
<b>Box C (1x)</b>	(L) 1150mm (W) 315mm (H) 110mm		
<b>Box E (1x)</b>	(L) 1190mm (W) 195mm (H) 100mm		
<b>Box F (1x)</b>	(L) 1200mm (W) 240mm (H) 100mm		
<b>Box G (1x)</b>	(L) 1195mm (W) 260mm (H) 110mm		

# Vuly Support

Vuly is 100% committed to supporting our products. We want you to enjoy your trampoline for a long time to come.

Our warranties cover manufacturing faults or defect, and do not reset for any reason. For more on Vuly warranties, please visit [vulyplay.com/support-our-warranty](http://vulyplay.com/support-our-warranty)



📞 1300 667 514  
vulyplay.com

## WARRANTY PERIODS



FLARE

3 YEARS

Frame Tubes, Joiner Poles, Springs and Jump Mat

1 YEAR

Safety Net, Net Poles and Safety Padding



ULTRA

5 YEARS

Frame Tubes and Joiner Poles

5 YEARS

Springs and Jump Mat (excl. print)

1 YEAR

Safety Net, Net Poles and Safety Padding



LIFT 2

10 YEARS

Frame Tubes and Joiner Poles

5 YEARS

Springs and Jump Mat (excl. print)

1 YEAR

Safety Net, Net Poles and Safety Padding



THUNDER

10 YEARS

Frame Tubes and Joiner Poles

5 YEARS

Jump Mat (excl. print)

1 YEAR

Safety Net, Net Poles and Leaf Springs



THUNDER PRO

10 YEARS

Frame Tubes and Joiners

5 YEARS

Jump Mat (excl. print)

1 YEAR

Safety Net, Net Poles, Skirt and Leaf Springs



360 PRO MAX

10 YEARS

Frame

2 YEARS

Swings



QUEST

7 YEARS

Frame

2 YEARS

Swings



ACCESSORIES

1 YEAR

Any purchased accessory not received as part of a promo

## WARRANTY CLAIMS

If a customer believes that a Vuly product is faulty or defective, they must discontinue use and submit a Warranty Claim.

A customer must not attempt to use a product if any part is faulty or defective, as it may be dangerous. Any damage that the user causes as a result of using faulty or defective products will lead to voiding of the warranty.

### Making a warranty claim

To fulfil a warranty claim, a customer must submit an online Warranty Claim at [www.vulyplay.com/support](http://www.vulyplay.com/support).

Submitting the online Warranty Claim form requires the customer to provide:

- Details of their purchase - including date,
- Batch number,
- Clear photographic evidence of the manufacturing fault or defect.

If the customer does not provide all details that the form requires, their Warranty Claim will not be assessed.

Vuly may take up to 7 days to process Warranty Claims upon a completed submission. It may take a further 7 days for replacement parts to reach the customer.

### Product registration

To access the Half-Price Parts for Life programme or to lodge a Warranty Claim, customers must ensure that their Vuly product is registered with Vuly.

Whether the customer purchased their Vuly product through Vuly's website, at the Brisbane showroom, over the phone or through an authorised resellers, they must register their product by visiting [www.vulyplay.com/support](http://www.vulyplay.com/support) and completing the form with a proof of purchase.

## Half-Price Parts for Life



Vuly offers half-price replacement parts to all customers for the lifetime of their trampoline purchase through their Half-Price Parts for Life programme.

This programme is subject to change at any time, and it is only available to customers who have purchased either through an authorised reseller or directly through Vuly.

Half-Price Parts for Life is only available to customers who wish to replace parts that are core components of their trampoline or swing set. These parts include:

#### Trampoline:

- Springs,
- Leaf Springs,
- Jump Mat,
- Joiner Poles,
- Safety Net (and components thereof),
- Net Poles,
- Frame Tubes.

#### Swing Set:

- Frame Tubes and Legs,
- Joiners,
- Swing Rails.

#### Quest Monkey Bars:

- Climbing rails
- Bolts, washers and screws
- Frame tubes
- Steps
- Joiners

The programme does not extend to accessories or to Tent components.



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[vulyplay.com](http://vulyplay.com)