



---

NEXT GENERATION  
**TRAINING PACK**

---





# Table of Contents

---

1.0. About the Vuly brand.....	<b>5</b>
2.0. Model comparison .....	<b>6</b>
3.0. FREE Shade Cover .....	<b>9</b>
4.0. Next Generation trampoline range .....	<b>10</b>
4.0. Vuly-exclusive features.....	<b>10</b>
4.1. Lift .....	<b>11</b>
4.2. Lift Pro .....	<b>12</b>
4.3. Thunder.....	<b>13</b>
4.4. Thunder Pro .....	<b>14</b>
5.0. Accessories range.....	<b>15</b>
6.0. Size and weight specifications.....	<b>16</b>
6.1. Box chart .....	<b>17</b>
7.0. Vuly Support .....	<b>18</b>
7.1. Warranty periods.....	<b>18</b>
7.2. Warranty claims .....	<b>19</b>
7.3. Product registration .....	<b>19</b>
7.4. Half-price replacement parts .....	<b>19</b>

Vuly pushes the limits of design and engineering to create the world's most incredible trampolines. 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. It's an experience that no other can match.

## This Training Pack

The following is a guide for our sales and service team and authorised resellers to Vuly's current product line-up. It offers comparisons between Vuly trampolines and previous models, and it provides information on the benefits of a Vuly trampoline.



## 1.0. About the vuly brand

---

### 1.1. History

Vuly was founded in 2008 – as Trampolines Australia – and it is still based in Brisbane, Australia. Vuly has grown its reputation for innovation, and it has been at the forefront of global developments in trampolining. 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.

### 1.2. Distribution

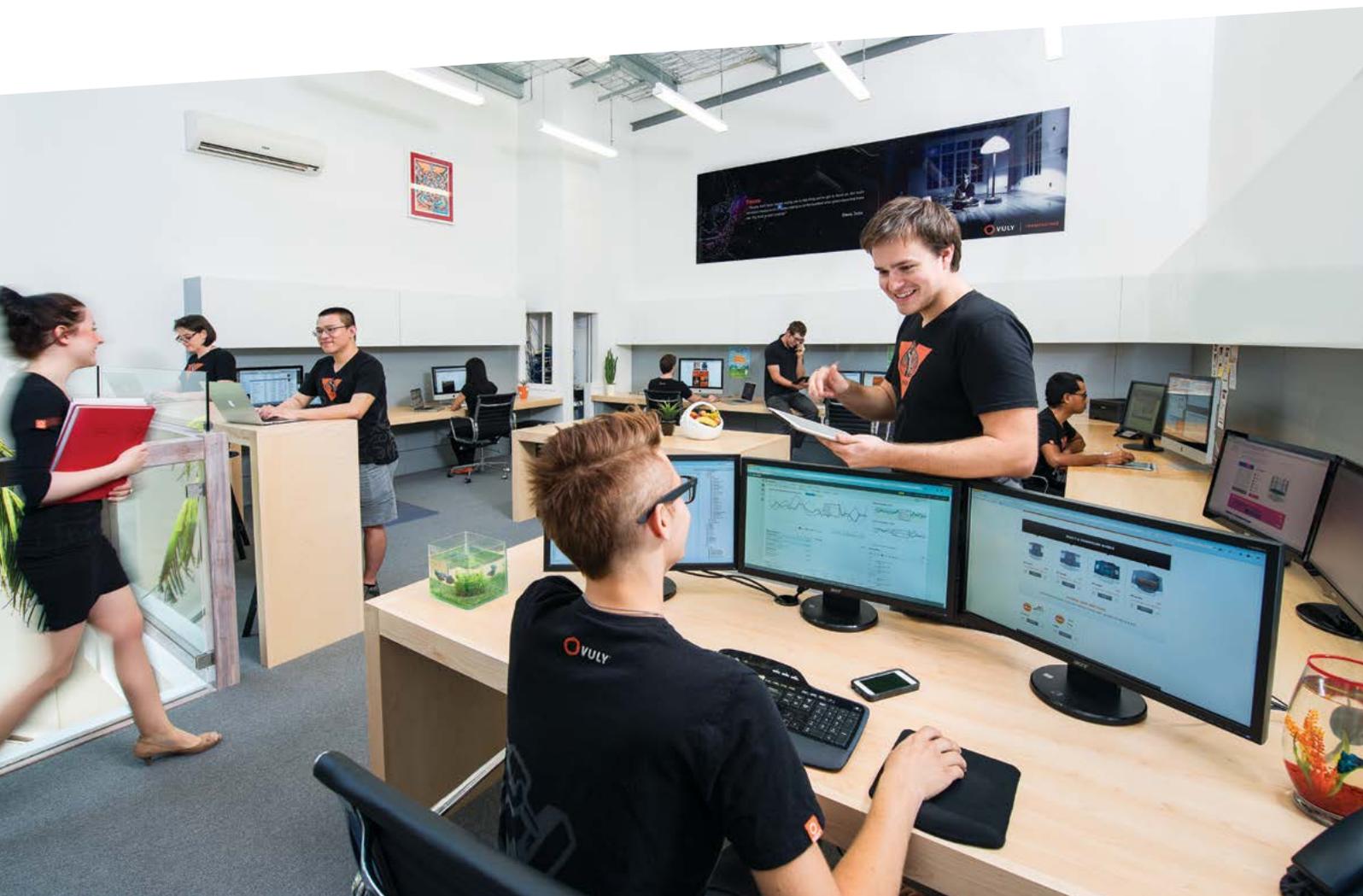
Based in Brisbane, with an additional site in Perth, Vuly's sophisticated Warehouse and Distribution Centres dispense the magic of Vuly across Australia.

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.

### 1.3. 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.



## 2.0. Model comparison

### 2.1. FEATURES



	LIFT	LIFT PRO	THUNDER	THUNDER PRO
REBOUND SYSTEM	Dual-layered and tapered Coil Spring system	Dual-layered and tapered Coil Spring system	Compact Leaf Spring system	Full-size Leaf Spring system
	Chromate conversion coated steel	Chromate conversion coated steel	Heat-treated steel, with no rivets	Heat-treated steel, with no rivets
	-	-	-	Matte, black powder-coating
	-	-	No-twist, vertical bouncing	No-twist, vertical bouncing
	No contact zones	No contact zones	No contact zones	No contact zones
SAFETY ENCLOSURE	Hourglass design, with no Frame or Net Pole access	Hourglass design, with no Frame or Net Pole access	Hourglass design, with no Frame or Net Pole access	Hourglass design, with no Frame or Net Pole access
	Polyethylene	Terylene	Polyethylene	Terylene
	Supportive and extra UV-resistant	Supportive and extra gentle on skin	Supportive and extra UV-resistant	Supportive and extra gentle on skin
	Superfine netting	Superfine netting	Superfine netting	Superfine netting
	Self-closing and zipperless door	Self-closing and zipperless door	Self-closing and zipperless door	Extra tall, self-closing and zipperless door
	-	-	-	Tallest safety enclosure available



	LIFT	LIFT PRO	THUNDER	THUNDER PRO
FRAME	Dual-ringed frame	Dual-ringed frame	Dual-ringed frame	Dual-ringed frame, with extra reinforcing at the base
	Round, steel tubing	Round, steel tubing	Round, steel tubing	Reinforced, rectangular steel tubing
	Double-galvanised	Double-galvanised	Double-galvanised	Double-galvanised
	-	Matte, black powder-coating	-	Matte, black powder-coating
	Square-joint technology, with no welded connections	Square-joint technology, with no welded connections	Square-joint technology, with no welded connections	-
	Click-together assembly; no nuts and bolts	Click-together assembly; no nuts and bolts	Click-together assembly; no nuts and bolts	Click-together assembly; no nuts and bolts
	150 kg weight rating	150 kg weight rating	150 kg weight rating	150 kg weight rating
	-	-	Built-in stepladder	Built-in stepladder
SAFETY PADDING	Thick Bisonyl and foam	Thick Bisonyl and foam	Gentle-edge Compact Leaf Spring system, with safety sleeves	Gentle-edge Full-size Leaf Spring system, with safety sleeves
	UV-resistant	UV-resistant	No safety padding required	No safety padding required
	Double-sided – Classic Blue and Electric Yellow	Double-sided – Classic Blue and Cool Grey	-	-
	Attaches directly to the Springs, via strong, PVC loops	Attaches directly to the Springs, via strong, PVC loops	-	-
JUMP MAT	Heavy-duty, UV-resistant material	Heavy-duty, UV-resistant material	Heavy-duty, UV-resistant material	Heavy-duty, UV-resistant material
	HexVex™ Game System printed on mat	HexVex™ Game System printed on mat	HexVex™ Game System printed on mat	HexVex™ Game System printed on mat

## 2.2. PRICING

SIZE	LIFT	LIFT PRO	THUNDER	THUNDER PRO
S	\$599	\$799	\$999	N/A
M	\$699	\$899	\$1,199	\$1,999
L	\$899	\$1,099	\$1,499	\$2,499
X	\$999	\$1,199	\$1,799	\$2,999

These are recommended retail prices at the time of launch. Pricing is subject to change.



### 3.0. Free Shade Cover

---

The FREE Shade Cover initiative, valued at up to \$249 RRP, supports all Next Generation Vuly models. Each trampoline includes a Shade Cover with purchase!

This initiative replaces the former 'FREE Tent' promotion with a high-quality product that meets the needs of more customers.

Value-adding propositions, like the FREE Shade Cover initiative, have a proven record of success for Vuly over 6 years of trading history.



## 4.0. Next Generation trampoline range

### 4.1. VULY-EXCLUSIVE FEATURES

#### Strong and supportive enclosures

All Vuly enclosures use Vuly's 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 self-close while bouncing.



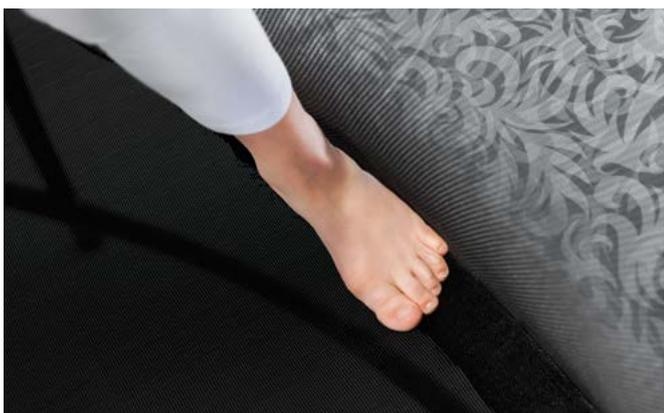
#### Hours of fun games

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



#### No contact zones. No injuries

On a Vuly, the bouncer will never touch the frame or springs. 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's trampoline frames are built to last, and they're guaranteed free of faults for 10 years—more than double the standard warranty of most competitors.



## VULY LIFT

# Realise your passion.

Available in S, M, L, XL

Lift concentrates the safety and performance features of Lift Pro into our longest-lasting trampoline ever. Matching an incredibly UV-resistant safety enclosure to our tried-and-tested frame design and signature double-sided safety pads, this no-spring-contact bounce is pure Vuly.

## Features

---

### Enclosure

The polyethylene mesh on Lift can stand up to severe weather and UV rays for longer than any other material - offering protection for years to come.

### Frame

Vuly's tried-and-tested frame design - with dual rings of thick steel at the top and base - creates a foundation that won't bow or break. It's also twice galvanised inside and out to protect against rust.

### Springs

Younger kids engage only the top layer of springs, while the bottom springs also fire for heavier users. In both cases, Lift's two-tiered springs push bouncers higher.

Lift's springs also feature tapered ends, thicker hooks and chromate conversion coating for incredible corrosion and breakage protection and powerful bounces.

### Safety padding

Lift's safety pads are thick foam and Bisonyl, to ensure utmost safety and resilience. Tested for outstanding weather and UV-resistance, they won't deteriorate early.

With PVC connectors that securely attach to the springs, Lift's double-sided safety pads protect bouncers and onlookers from ever touching the springs.

### Weight rating

Old-fashioned trampolines can usually only take between 80 and 100 kg. None can match Lift's maximum certified weight capacity of 150 kg.

### Lift improvements over Classic:

Lift shares the popular (and more advanced) design of Lift Pro. It is:

- Easier to assemble - Modern Vuly design.
- Sturdier - Dual-ringed frame.
- Safer and longer-lasting - No contact net poles, with UV-resistant hourglass net.
- Easier to enter - Wider, zipperless door.
- Reduced delivery cost - More efficient design and packaging.

Our most durable trampoline in a truly affordable package, Lift is the Vuly for every family.



## VULY LIFT PRO

# Jump into a way of life.

Available in S, M, L, XL

Don't settle for an imitation! The original Vuly, and now the Lift Pro, are outdoor favourites that have brought you true innovations in trampolining. The reversible safety pad, no-spring-access enclosure, superfine mesh net, no-contact poles, two-tiered spring system and the game mat are all innovations of the Vuly family.

## Features

---

### Enclosure

Bouncers are always protected with Lift Pro's Terylene enclosure, which is also easy on the skin. Collide with the wall as much as you want; you're always safe.

### Frame

Double galvanisation, powder coating, heat treatment—this is the trifecta that gives Lift Pro's robust, dual-ringed frame and poles their superior resistance to rust and weather.

### Springs

The spring setup on Lift Pro - which engages the alternating top and bottom springs based on weight - relieves pressure on joints and conserves momentum.

Chromate conversion coating, tapered ends and thicker hooks mean extra protection from corrosion and breakage, alongside stronger bounces.

### Safety padding

Lift Pro's Bisonyl and foam safety pads are thick and hard-wearing. Tested for weather and UV-resistance, they won't fade or degrade from grime and moisture.

Reversible safety pads last twice as long. With strong, PVC loops that connect directly to Lift Pro's springs, they protect against any contact with the springs.

### Weight rating

Weight capacities for traditional trampolines are usually 115 kg for the largest sizes, and less for smaller sizes. Lift Pro is accredited to 150 kg.

### Lift Pro improvements over Vuly2:

Lift Pro is an incremental update to the Vuly2, which addresses feedback from customers. It is:

- Sturdier - Reinforced, square frame joiners.
- Easier to enter - Single, wider door.
- Less water in safety padding - Drainage holes.
- More beautiful design - Streamlined banner.
- Reduced delivery cost - More efficient design and packaging.

While Lift Pro may inspire duplicates, it's never beaten on design, bounce and quality.



## VULY THUNDER

# Discover your freedom.

Available in S, M, L, XL

Thunder refines Vuly's distinctive design DNA to deliver an exciting and truly affordable Leaf Spring trampoline in a lighter package. It may be ahead of the times, but Thunder is designed for the real world - with heavy-duty netting and a strong, double-ringed frame complementing its gentle edge.

## Features

---

### Enclosure

UV-resistant and UV-protective Polyethylene netting makes Thunder's taut safety enclosure more trustworthy and durable than any competitor.

### Frame

With tubing that is double galvanised on the inside and out, Thunder's strong, dual-ringed frame is both weather and rust-resistant.

### Leaf Springs

The Leaf Springs on Thunder are shorter than those on Thunder Pro, with a bounce to match and that same gentle edge. They're also pre-curved and rivet-free for added strength and easier installation!

Based on heavy-duty suspension systems, Leaf Springs don't twist and strain knees like coils or rods can. They provide a perfectly upright bounce every time.

### Weight rating

There's not a single trampoline in the world without coil springs that can match Thunder's certified weight capacity of 150 kg.

Bringing top-end safety, unmatched value and the power of Leaf Spring bouncing to more families, Thunder opens up a new world of possibilities.



## VULY THUNDER PRO

# Experience the best.

Available in M, L, XL

Vuly takes another leap into the future with Thunder Pro: the most advanced trampoline in the world. We've refined our trailblazing Leaf Spring technology to deliver more power to your bounces, and our next generation mat and net designs push safety and modularity to the next level.

## Features

---

### Enclosure

Silky Terylene netting surrounds Thunder Pro. It's gentle on skin, but firm enough to support even the most rugged bouncer.

The best bounce ever also needs the highest net ever. Without the danger of vaulting out, you can push yourself to the sky.

### Frame

Not only are the tubes and Leaf Springs on Thunder Pro double galvanised, they're also powder-coated and heat-treated for incomparable weather and rust resistance.

### Leaf Springs

With a new, one-piece design - which is pre-curved and features no rivets - Vuly's iconic Leaf Springs transfer more momentum and are more reliable than ever. Thunder Pro's gentle edge is 100% safe to land on.

Unlike the rods on other springless trampolines, heavy-duty Leaf Springs won't give a twisty rebound that can injure your knees. It's a 'straight-up' perfect bounce!

### Weight rating

Other springless trampolines are certified for less than 120 kg. Thunder Pro's weight capacity of 150 kg proves just how robust it really is.

### Thunder Pro improvements over Thunder Summer:

Thunder Pro takes Thunder Summer to the next level, making important changes to boost longevity and ease-of-use. It is:

- Safer and bouncier - Pre-curved and rivet-less Leaf Springs
- Easier to enter - Single, full-length door.
- Longer-lasting - Reinforced stitching on top and bottom of net.
- Reduced maintenance costs - Separate mat and net design.
- More beautiful design - Streamlined banner.
- Reduced delivery cost - More efficient design and packaging.

Developed to offer an incomparable bouncing experience - with no contact zones or coil springs - Thunder Pro is the only choice for trampolining at its finest.



## 5.0. Accessories

---



### Deck

Practise tricks from the safety of your Vuly! There's no easier way to skateboard.



### Basketball Set

Become a basketball hero! Practise shooting hoops and slam dunk, all while bouncing on your Vuly.



### Mister

Stay cool while bouncing, with an easy-to-attach system that disperses fine water droplets while you bounce.



### Thunder Wheels

Move your Thunder Pro around the backyard like it weighs nothing at all.



### Anchor Kit

Secure your Lift or Lift Pro, with a corkscrew design that can withstand the weather.



### Ladder

Climb aboard your Lift or Lift Pro. With extra-wide and no-slip steps, accessing your trampoline is simple.

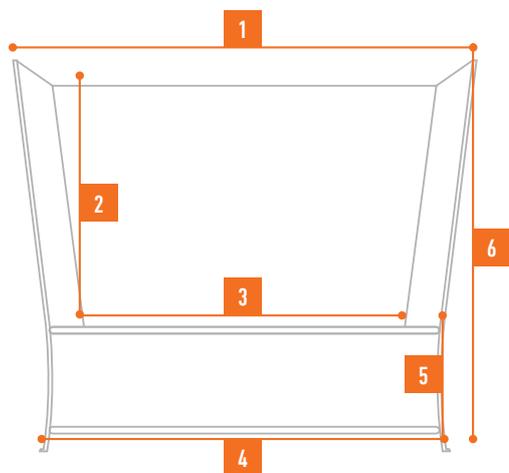


### Leveler

Accept no limits on where you assemble your trampoline. Make your trampoline level and steady right away!

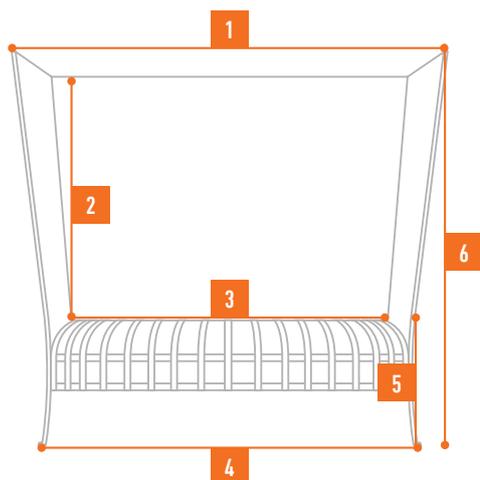
## 6.0. Size and specifications

### Lift & Lift Pro



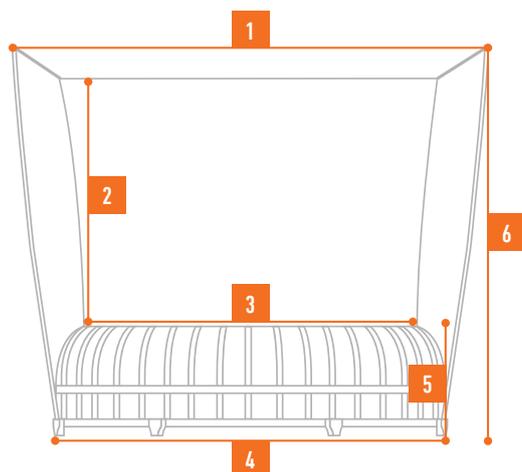
1	TRAMPOLINE WIDTH			
	S: 254cm	M: 311cm	L: 380cm	XL: 431cm
2	SAFETY NET HEIGHT			
	S: 180cm	M: 180cm	L: 180cm	XL: 180cm
3	MAT WIDTH			
	S: 191cm	M: 255.5cm	L: 314cm	XL: 373cm
4	FRAME WIDTH			
	S: 255cm	M: 312.5cm	L: 381cm	XL: 428cm
5	MAT HEIGHT			
	S: 91cm	M: 91cm	L: 91cm	XL: 91cm
6	TRAMPOLINE HEIGHT			
	S: 292cm	M: 292cm	L: 292cm	XL: 292cm

### Thunder



1	TRAMPOLINE WIDTH			
	S: 225cm	M: 300cm	L: 367cm	XL: 447cm
2	SAFETY NET HEIGHT			
	S: 180cm	M: 180cm	L: 180cm	XL: 180cm
3	MAT WIDTH			
	S: 194cm	M: 249.5cm	L: 316cm	XL: 377cm
4	FRAME WIDTH			
	S: 211.5cm	M: 291.5cm	L: 356cm	XL: 427cm
5	MAT HEIGHT			
	S: 89cm	M: 89cm	L: 89cm	XL: 89cm
6	TRAMPOLINE HEIGHT			
	S: 282cm	M: 282cm	L: 282cm	XL: 282cm

### Thunder Pro



1	TRAMPOLINE WIDTH		
	M: 367cm	L: 437cm	XL: 497cm
2	SAFETY NET HEIGHT		
	M: 190cm	L: 190cm	XL: 190cm
3	MAT WIDTH		
	M: 253cm	L: 323cm	XL: 377cm
4	FRAME WIDTH		
	M: 298cm	L: 368cm	XL: 428cm
5	MAT HEIGHT		
	M: 83cm	L: 83cm	XL: 83cm
6	TRAMPOLINE HEIGHT		
	M: 300cm	L: 300cm	XL: 300cm

## 6.1. BOX CHART

### LIFT / LIFT PRO - Trampoline bundle

<b>S</b>	<b>1x BOX A</b> (L) 1200mm (W) 470mm (H) 245mm	<b>1x BOX B</b> (L) 1140mm (W) 385mm (H) 215mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 60mm		
	<b>Frame tubes, Springs, Safety pad, Jump mat</b>	<b>Net poles, Joiner poles, Safety net</b>	<b>Shade Cover</b>		
<b>M</b>	<b>1x BOX A</b> (L) 760mm (W) 390mm (H) 460mm	<b>1x BOX B</b> (L) 1000mm (W) 470mm (H) 165mm	<b>1x BOX C</b> (L) 1140mm (W) 280mm (H) 240mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 60mm	
	<b>Frame tubes, Safety pad</b>	<b>Joiner poles, Springs</b>	<b>Net poles, Safety net, Jump mat</b>	<b>Shade Cover</b>	
<b>L</b>	<b>1x BOX A</b> (L) 800mm (W) 425mm (H) 180mm	<b>1x BOX B</b> (L) 1000mm (W) 415mm (H) 225mm	<b>1x BOX C</b> (L) 1140mm (W) 300mm (H) 200mm	<b>1x BOX D</b> (L) 760mm (W) 360mm (H) 400mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 80mm
	<b>Frame tubes</b>	<b>Joiner poles, Jump mat</b>	<b>Net poles, Safety net</b>	<b>Safety pad, Springs</b>	<b>Shade Cover</b>
<b>XL</b>	<b>1x BOX A</b> (L) 870mm (W) 460mm (H) 410mm	<b>1x BOX B</b> (L) 800mm (W) 350mm (H) 220mm	<b>1x BOX C</b> (L) 1140mm (W) 310mm (H) 205mm	<b>1x BOX D</b> (L) 1000mm (W) 500mm (H) 215mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 80mm
	<b>Upper frame tubes, Safety pad</b>	<b>Lower frame tubes, Springs</b>	<b>Net poles, Safety net</b>	<b>Joiner poles, Jump mat</b>	<b>Shade Cover</b>

### THUNDER - Trampoline bundle

<b>S</b>	<b>1x BOX A</b> (L) 1100mm (W) 475mm (H) 150mm	<b>1x BOX B</b> (L) 1200mm (W) 440mm (H) 145mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 60mm		
	<b>Frame tubes, Leaf Springs, Jump mat</b>	<b>Net poles, Joiner poles, Safety net</b>	<b>Shade Cover</b>		
<b>M</b>	<b>1x BOX A</b> (L) 1200mm (W) 470mm (H) 100mm	<b>1x BOX B</b> (L) 760mm (W) 385mm (H) 170mm	<b>1x BOX C</b> (L) 1210mm (W) 300mm (H) 250mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 60mm	
	<b>Frame tubes</b>	<b>Joiner poles, Leaf Springs</b>	<b>Net poles, Safety net, Jump mat</b>	<b>Shade Cover</b>	
<b>L</b>	<b>1x BOX A</b> (L) 820mm (W) 380mm (H) 185mm	<b>1x BOX B</b> (L) 750mm (W) 385mm (H) 175mm	<b>1x BOX C</b> (L) 1210mm (W) 300mm (H) 275mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 80mm	
	<b>Frame tubes</b>	<b>Joiner poles, Leaf Springs</b>	<b>Net poles, Safety net, Jump mat</b>	<b>Shade Cover</b>	
<b>XL</b>	<b>1x BOX A</b> (L) 840mm (W) 415mm (H) 185mm	<b>1x BOX B</b> (L) 730mm (W) 540mm (H) 245mm	<b>1x BOX C</b> (L) 1200mm (W) 325mm (H) 195mm	<b>1x BOX D</b> (L) 560mm (W) 290mm (H) 120mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 80mm
	<b>Frame tubes</b>	<b>Joiner poles, Jump mat</b>	<b>Net poles, Safety net</b>	<b>Leaf Springs</b>	<b>Shade Cover</b>

### THUNDER PRO - Trampoline bundle

<b>M</b>	<b>3x BOX A</b> (L) 960mm (W) 250mm (H) 245mm	<b>1x BOX B</b> (L) 710mm (W) 565mm (H) 295mm	<b>1x BOX C</b> (L) 730mm (W) 490mm (H) 200mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 60mm
	<b>Frame tubes, Leaf Springs, Net poles</b>	<b>Joiners</b>	<b>Jump mat, Safety net, Skirt</b>	<b>Shade Cover</b>
<b>L</b>	<b>4x BOX A</b> (L) 960mm (W) 250mm (H) 245mm	<b>1x BOX B</b> (L) 940mm (W) 565mm (H) 295mm	<b>1x BOX C</b> (L) 850mm (W) 480mm (H) 240mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 80mm
	<b>Frame tubes, Leaf Springs, Net poles</b>	<b>Joiners</b>	<b>Jump mat, Safety net, Skirt</b>	<b>Shade Cover</b>
<b>XL</b>	<b>5x BOX A</b> (L) 960mm (W) 250mm (H) 245mm	<b>2x BOX B</b> (L) 590mm (W) 565mm (H) 295mm	<b>1x BOX C</b> (L) 1000mm (W) 470mm (H) 225mm	<b>SHADE COVER BOX</b> (L) 380mm (W) 380mm (H) 80mm
	<b>Frame tubes, Leaf Springs, Net poles</b>	<b>Joiners</b>	<b>Jump mat, Safety net, Skirt</b>	<b>Shade Cover</b>

## 7.0. 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. For full warranty terms, please visit [www.vulyplay.com/support](http://www.vulyplay.com/support).

### 7.1. WARRANTY PERIODS

			
LIFT	LIFT PRO	THUNDER	THUNDER PRO
<p data-bbox="199 913 338 1048"><b>10 YEARS</b></p> <p data-bbox="188 1070 352 1144">Frame Tubes and Joiner Poles</p>	<p data-bbox="557 913 695 1048"><b>10 YEARS</b></p> <p data-bbox="545 1070 710 1144">Frame Tubes and Joiner Poles</p>	<p data-bbox="898 913 1037 1048"><b>10 YEARS</b></p> <p data-bbox="887 1070 1051 1144">Frame Tubes and Joiner Poles</p>	<p data-bbox="1240 913 1378 1048"><b>10 YEARS</b></p> <p data-bbox="1228 1070 1393 1144">Frame Tubes and Joiner Poles</p>
<p data-bbox="199 1211 338 1346"><b>5 YEARS</b></p> <p data-bbox="164 1368 375 1442">Springs and Jump Mat (excl. print)</p>	<p data-bbox="557 1211 695 1346"><b>5 YEARS</b></p> <p data-bbox="521 1368 732 1442">Springs and Jump Mat (excl. print)</p>	<p data-bbox="898 1211 1037 1346"><b>5 YEARS</b></p> <p data-bbox="911 1368 1024 1442">Jump Mat (excl. print)</p>	<p data-bbox="1240 1211 1378 1346"><b>5 YEARS</b></p> <p data-bbox="1252 1368 1366 1442">Jump Mat (excl. print)</p>
<p data-bbox="199 1509 338 1644"><b>1 YEAR</b></p> <p data-bbox="161 1666 378 1740">Safety Net, Net Poles, Safety Pads</p>	<p data-bbox="557 1509 695 1644"><b>1 YEAR</b></p> <p data-bbox="518 1666 735 1740">Safety Net, Net Poles, Safety Pads</p>	<p data-bbox="898 1509 1037 1644"><b>1 YEAR</b></p> <p data-bbox="863 1666 1074 1740">Safety Net, Net Poles, Leaf Springs</p>	<p data-bbox="1240 1509 1378 1644"><b>1 YEAR</b></p> <p data-bbox="1204 1666 1415 1740">Safety Net, Net Poles, Leaf Springs</p>

**7 DAYS A WEEK**  
Customer Service

**1300 667 514**  
[vulyplay.com](http://vulyplay.com)

## 7.2. 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.

### 7.2.1. 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.

## 7.3. 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.

If the customer purchases their Vuly product directly through Vuly (its website, at its Brisbane showroom or over the phone to one of its sales representatives), their product will be registered automatically.

If the customer purchases through an authorised reseller, 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.

## 7.4. HALF PRICE REPLACEMENT PARTS



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. These parts include:

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

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



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