

Springfree Trampoline Inc. is committed to service excellence and we're pleased to offer you a 30-day day money back guarantee on the tgoma game system. If you are unsatisfied with the tgoma game system, return to us within 30 calendar days from the date you receive your tgoma. All items/parts must be in salable condition and be packed in the original, unmarked packaging including any manuals and documentation (including the sensor mounting template) that shipped with the product (excluding the zip ties from the sensor mounts and controller that will have to be cut to remove tgoma from your mat). Springfree will refund the purchase price of the tgoma game system minus any shipping costs to and from your shipping location.

What is the Money Back Guarantee?

We believe that families will love tgoma, if they are not completely happy with their purchase within 30 days they can return for a full refund.

Is this available to anyone?

Yes, this program is available to existing Springfree customers. It does not apply to customers who have purchased tgoma as an integrated product.

How does it work?

If, within 30 days after the receipt of tgoma (the date of delivery), the customer decide that they want to return the tgoma game system for any reason they can contact Customer Care or their local Springfree Trampoline retail store for return instructions.

Even if tgoma was installed on the trampoline, I can still return it?

Yes. Customers are responsible for disassembling the tgoma gaming system and must send back the below in the original, unmarked packaging:

- Tablet Holder + Rods
- Controller
- Battery Pack
- Sensor Cables x 2
- Sensor Cable Tube
- Sensor Mounts + Sensor Top Plate x 4
- Nut and Hex Key
- Instruction Manual + User Guides + Locating Template

All contents must be in salable, working condition. We do not require the cable ties to provide a full refund.

I want a refund; how do I initiate the refund procedure?

Customers must contact Customer Care or their local Springfree Trampoline retail store prior to sending the tgoma game system back. They will provide return instructions. Shipments back to our warehouse without proper documentation will be refused and returned to sender.

Do you refund the original shipping charges as well?

We do not refund the original shipping charges to the customer if they have paid shipping.

Who pays for return shipping?

The customer is responsible for shipping tgoma game system back at their own expense.

How long will it take to get my refund?

Once we receive the tgoma back and confirm all parts have been returned, please allow for 5-6 business days for the refund to be processed, once the tgoma game system has been received by our team.

How will my refund be processed?

Refunds will be applied to the original payment method that was used to purchase the tgoma game system.

Can I take it back to a store for my refund?

Refunds can be processed through our Customer Care team or return to any Springfree retail store location.

Can I take it back to a local dealer for my refund?

No, this program is only available to customers who purchased tgoma directly from Springfree. All returns must be facilitated through Springfree and refunds processed by Springfree Trampoline.

I got tgoma game system as a gift, can I return for a refund?

No, the 30-day Money Back Guarantee is only available to the original customer. Refunds will only be applied to the credit card that was used to purchase the tgoma game system.

I don't have my box/installation manual/locating template, can I still return it?

Accepting returns from customers who do not have all the required items is at the discretion of the Customer Care or store sales team. We reserve the right to deduct retail value for missing parts and offer partial refund if required.

If you have any further questions, please contact our Customer Care team at 1 (877) 586-7732.