



IMPORTANT SAFETY WARNING

BERG TWINHOOP (Article number 35.91.00.00)



Unfortunately, we have found that the correct formal conformity procedure has not been carried out for our BERG Twinhoop. Under certain circumstances, risks may arise when using the product in combination with your trampoline.

This concerns the product BERG Twinhoop with article number 35.91.00.00, which was sold in the period from 12-7-2022 to 17-5-2024.

At BERG, safety is our top priority. To avoid any risks associated with the use of our products, we kindly ask you to stop using the BERG Twinhoop with your trampoline and to disassemble it from your trampoline. (Please follow the final steps from the Twinhoop manual and refer to the attached instructions for disassembling the backboard.)

We kindly ask you to contact our customer service at cs@berg.com regarding this matter. They will provide you with information about the return procedure and credit/refund. You will receive a return label, which will allow you to send the BERG Twinhoop backboard back to the specified address free of charge.

As soon as we receive the returned product (backboard), the purchase amount will be refunded to you.

We apologize for any inconvenience caused and thank you for your cooperation and understanding.

If you have any questions, please contact the (web)shop where you purchased the product or our customer service via: cs@berg.com or +31 (0)318-467171. We are available Monday to Friday from 10:00 AM to 5:00 PM.

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