

## WARRANTY

### PLAY EQUIPMENT

Subject to proper installation and normal use, Play Poles Pty Ltd warrants, subject to the limitations below, to the original retail purchaser, chain, seats, swing hangers, hardware, slides, roto-moulded polymers, and accessories to be free of defects in material and workmanship for a period of **(2) TWO YEARS** from the date of purchase. Wear & tear on components is not covered under warranty.

In addition, for a period of **(7) SEVEN YEARS** from the date of purchase, Play Poles Pty Ltd warrants, to the original retail purchaser, structural steel, aluminium and polymer construction materials against structural failure due to corrosion, rot or insect infestation. Merchandise covered under this limited seven-year warranty will be repaired or replaced, at our option and returned to the customer, freight prepaid. Any service work that must be performed on-site that does not qualify under warranty specifications will be billed directly to the purchaser.

### FITNESS EQUIPMENT

Custom-made fitness equipment to be free of defects in material and workmanship for a period of **(1) YEAR** from the date of purchase. Wear & tear on components and bearings, bushes etc, is not covered under warranty.

### ROPES

We will repair or replace at our discretion any rope part that shows premature wearing due to substandard manufacture of the ropes for **(1) YEAR**. This will usually include an examination of a sample of the damaged material. If organic matter such as sand/ bark is used as a soffit, the ropes may wear evenly and deteriorate quicker than normal.

#### 1. Mechanical Faults Definition

Mechanical faults cover the structural integrity aspects of our products and include rope end terminations, rope cross connections and foundation hardware.

We will repair or replace at our discretion any part which has a mechanical fault for the useable lifetime of the product. The customer must show that inspections and maintenance have been carried out in accordance with the manufacturer's instructions. A record of inspections will be required to be shown.

#### 2. Wear and Tear Definition

Normal wear and tear: this would include wear on the fibres of the net cables from the user's shoes. If sand is used as a soffit the ropes will wear even quicker than normal.

#### 3. Vandalism Definition

Deliberate acts of vandalism such as attempted severing of cables or burning of the nylon covering are not covered under the manufacturer's warranty.

### STEEL/ ALUMINIUM

**Limited (1) YEAR** warranty on powder coating colour fade. (Does not include scratches, etc)

**(7) YEAR** Guarantee on aluminium and stainless-steel componentry. (Does not include wear of componentry)

**(20) YEAR** Guarantee on Shade Shelters\*

\* Applies to Colourbond Roofing. This warranty starts from the date of installation and covers the roof against perforation by weathering in the natural elements. All poles and purlins are hot-dip galvanised.

No warranty is offered on equipment subjected to abuse, negligence, vandalism, acts of God, acts of weather, unauthorised alteration, or attachment to equipment other than our own. Play Poles Pty Ltd assumes no responsibility for incidental or consequential damages that may arise from the purchase or use of our equipment. Please supervise your children's play activity and maintain your play equipment periodically.

The purchaser must complete the routine inspection forms as part of the warranty and maintenance schedule. You may be asked to provide copies of these forms before any warranty work is performed. If maintenance records can not be provided for our equipment, this may void your warranty.

If any of this information is unclear or you wish you discuss our warranty with Play Poles staff, please contact us.

[www.playpoles.com.au](http://www.playpoles.com.au)