



Warranty Information

- 100-year limited warranty on aluminum and steel upright posts against structural failure due to deterioration, corrosion, or workmanship.
- 100-year limited warranty on hardware against structural failure due to deterioration, corrosion, or workmanship.
- 100-year limited warranty on post caps and clamps against structural failure due to deterioration, corrosion, or workmanship.
- 15-year limited warranty on rails, rungs, rigid climbers, loops, and decks against structural failure or workmanship.
- 15-year limited warranty on all HDPE and rotational molded plastic components against structural failure due to materials or workmanship.
- 5-year limited warranty on cables and nets against premature wear due to natural deterioration or manufacturing defects.
- 5-year limited warranty on Swing Set Frames and Frame Hardware
- 5-year limited warranty on PVC coating against cracking and peeling.
- 3-year limited warranty on all blow molded plastics against structural failure due to materials or workmanship.
- 3-year limited warranty on Shade Metal Framework and Shade Fabric.
- 3-year limited warranty on all Imagination Stations Structures except for moving parts which carry a 1-year warranty.
- 1-year limited warranty on moving parts against structural failure due to materials or workmanship.
- 1-year limited warranty on all materials and products not covered above against failure due to materials or workmanship including swing parts (seats, hangers, chains, connectors).
- 1-year limited warranty on all adult fitness equipment.
- 1-year limited warranty on Shade Structure moving parts, cables, and materials not specifically listed elsewhere.

PlaygroundEquipment.com warrants its original customer for as long as the original customer owns the product and uses the product with normal use, installation, and maintenance in accordance with published specifications to be free from defects in materials and workmanship.

This warranty does not cover damage from misuse, vandalism, modified parts, or damage such as dents, scratches, fading/weathering, and normal wear and tear. The warranty does not cover the cost of freight or labor for the removal and installation of repaired or replacement parts.

Warranty claims must be filed within the applicable warranty period. Replacement parts carry the applicable warranty from the date of shipment of the replacement part.

Repair/Replacement orders for warranted products will be for the component part only. (Not the entire product.) Contact your PlaygroundEquipment.com distributor for a return authorization.

Warranties are limited to repair or replacement of defective parts. A repaired or replacement part is covered only for the original warranty period. All warranties begin on the delivery date of the goods. Warranties are non-transferable and only apply to end users who purchase new products directly from PlaygroundEquipment.com or an authorized PlaygroundEquipment.com distributor for personal or business use and not for the purpose of redistribution or re-sale. No other warranties apply.

Shade-Specific Warranty Conditions

The Limited Warranty for PlaygroundEquipment.com shades excludes the following:

Damage from sources including vandalism, improper installation, misuse, wear and tear from normal use, accidental damage; exposure to extreme weather conditions, damage from salt or chlorine water, sand or other abrasive or corrosive elements; incorrect use, unauthorized repairs or alterations, improper or infrequent maintenance; cosmetic defects including but not limited to scratches, dents, peeling or fading finishes; abnormal conditions and contingent liability.

The warranty does not extend to any damages due to natural weather conditions, including but not limited to hail, flooding, lightning, tornadoes, sand storms, shifts of terrain, earthquakes, mudslides, or windstorms. In areas with frequent hurricanes, removal of a shade fabric is required once a hurricane warning has been issued.

In the unlikely event of failure, PlaygroundEquipment.com reserves the right to change the design, color, or any other contributing factors to fix the condition and help prevent any recurrence(s) in the future. PlaygroundEquipment.com retains the option to replace or repair any defects in materials. If any modifications, alterations, or attachments are made to the shade product without written consent from the manufacturer, the warranty will be void.

Any addition of signs, ornaments, fans, lights, fixtures, miscellaneous objects, or decorations hung from the shade structure will result in a void of the warranty unless specifically designed and engineered by the manufacturer.

PlaygroundEquipment.com does not include any implied warranty of merchantability, fitness, or purpose, and there are no warranties which extend beyond the description of the face hereof. Under no circumstances will PlaygroundEquipment.com be responsible for any indirect, special, consequential, incidental, or liquidated damages due to breach of warranty, and such damages are specifically excluded from the warranty.

The owner must notify PlaygroundEquipment.com with the original issued purchase order number to schedule an inspection within 30 days after any defect is discovered under this warranty and prior to any attempt at repair or alteration. This Limited Warranty shall be null and void if the owner makes any alterations outside of instruction from PlaygroundEquipment.com.