



WillPlay Quality Guarantee

At WillPlay we believe things should be built to last. We use only the best materials and processes to manufacture our products, giving our customers the best value for money and an investment that will stand the test of time. That is why we confidently back all of our products with our limited Lifetime warranty.

Warranty Coverage

This warranty covers faults in the products fabrication or material. Products within the coverage period, measured from the date of purchase to the date of claim that are found upon inspection by an authorised WillPlay representative to be defective in fabrication or material, will be repaired or exchanged with an equivalent part or component free of charge. Willplay's warranty is limited to the repair and replacement of parts at Willplay's discretion without any cost. It is important to note that plastics and ropes are UV stabilised, nevertheless, some colour fading will occur over time where these products are located in areas exposed to UV light such as sunlight. Periods of warranty coverage are as follows:

- Lifetime Warranty* one or more aluminium, stainless steel system posts supplied by WillPlay to the purchaser are found to have undergone structural failure due to corrosion, deterioration or faulty workmanship.
- Lifetime Warranty* on all stainless steel and marine grade aluminium structural components supplied by WillPlay to the purchaser are found to have undergone structural failure due to corrosion, deterioration or faulty workmanship.
- 10 years on all painted or powder coated metal parts, injection moulded plastic parts, HDPE and HPL panels and parts supplied by WillPlay to the purchaser are found to have undergone structural failure due to corrosion, deterioration or faulty workmanship.
- 5 years on all climbing nets and ropes, rope joiners, cables, chains, rubber flooring and clear polycarbonate parts supplied by WillPlay to the purchaser are found to have a structural defect due to corrosion, deterioration or faulty workmanship.
- 2 years on all other parts, including ball bearing assemblies, springs and all other movable plastic and metal parts, electronic or electric components supplied by WillPlay to the purchaser are found to have a structural defect due to corrosion, deterioration or faulty workmanship.

Warranty Conditions

This warranty will apply only when all of the following conditions are met:

- Installation of the item has been completed in full and was carried out as per the documentation and instructions provided.
- Failure is due to a fault in the manufacturing or material of the product.
- Proof of purchase is provided.
- Written documentation that the manufacturer's prescribed maintenance procedures and programs have been carried out as prescribed.

This warranty does not include faults caused by:

- Unsuitable, incorrect or improper use, including; Vandalism, Malicious or Deliberate Damage.
- Incorrect installation or installation that was not in accordance with the instructions provided.
- Normal wear and tear.
- Inadequate or complete lack of maintenance.
- Modifications or installation of non-genuine parts without the express written approval of WillPlay.
- Excessive loads or forces.
- Extreme environmental conditions.
- Chemical, electrochemical or electrical influences.
- Premature wear caused by installations in or near sand.

Extreme Foreshore Conditions

Products installed in coastal locations subject to constant corrosive atmosphere will undoubtedly experience surface corrosion on metal parts and may experience discolouring commonly referred to as "tea staining" on stainless steel components. Installations in these locations will require extra documented maintenance in line with the manufacturer's care and use instructions if a warranty claim is to be considered.

Exclusions

To the fullest extent permitted by law, WillPlay excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

*Lifetime refers to no specific number of years. WillPlay warrants to its original customer that for the lifetime of the product, when used for its intended purpose that the product will be free from defects in materials and manufacturing workmanship.

This warranty shall also be read in conjunction with WillPlay's general terms and conditions.