

AUSSIE PLAY PODS WARRANTY

WHAT IS COVERED

Aussie Plays PODS and its authorised service partners warrant your Aussie Play Pods against original defects in material and workmanship. The various components of the Pods are warranted for the periods shown below. The warranty period begins from the date of purchase (proof of purchase required).

10 Years

- Pods Frame (posts and crossbar)
- HDPE Panels (Eg. Tree Roots wall) Excludes panel distortion.
- Aluminium Attachments (Eg. Monkey Bars, Slides etc)
- Rope Attachments (does not include discolouration due to UV or wear on the outer nylon fibres)
- Adjustable Foot System

3 Years

- Timber components (does not include cracking, splitting or bowing/cupping due to lack of maintenance)

1 Year

- Textile attachments (Eg. Mesh roof shelter)
- Fasteners and Fixings
- Powder coat and other coated surfaces

WHAT IS NOT COVERED

This limited warranty is subject to the following terms:

- For customers whose Aussie Play Pod is subjected to sea spray or who reside within 2km or less of a salt water environment, the warranty on the metal frame shall be reduced by 25%.
- Aussie Play shall not be liable for costs, damages or repairs incurred as a result of:
 - Aussie Play Pods purchased from an unauthorized dealer.
 - Improper installation not in accordance with the Product Instructions supplied with each component.
 - Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the Product Instructions supplied with each component.
 - External sources such as weather, theft, fire damage, cuts or vandalism.
 - Repairs or alterations carried out by unauthorized parties or agents.
- This limited warranty does not cover misuse or minor imperfections in Aussie Play Pods that meet design specifications or do not materially alter functionality.
- This limited warranty does not cover expenses related to on-site labour, travel, assembly or disassembly or other charges associated with the repair or replacement of covered components.

SUBMITTING YOUR WARRANTY CLAIM

If you believe your Aussie Play Pod has a manufacturing fault or a product defect and you need to make a warranty claim, you can lodge a warranty claim with the agent you bought the product from or directly with Aussie Play. Visit www.aussieplay.com.au for our contact details. The terms of the limited warranty require that you contact Aussie Play with your model name, date and place of purchase and a scan of your purchase receipt. Shipping costs associated with approved warranty claims lodged within 45 days from the date of purchase will be covered by your reseller or Aussie Play. Beyond this 45 day period, all shipping costs are the responsibility of the customer. Replacement parts provided under this warranty do not extend the period of the warranty.

WARRANTY LIMITATIONS

- Aussie Play is not responsible or liable for indirect, special or consequential damages arising out of or in connection with the use or performance of the product or any other damages with respect to any economic loss, loss of property, loss of revenue or profits, loss of enjoyment or use, cost of removal, installation, disassembly or other consequential damages. This limitation is not allowed by some states, provinces or territories and so this limitation may not apply to you. Aussie Play will not be liable for any consequential damages or incidental damages you may incur in connection with your purchase and use of your Aussie Play Pods. This limitation is not allowed by some states, provinces, or territories and so this limitation may not apply to you. Any implied warranties relating to your Aussie Play Pods, including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty. This limitation is not allowed by some states, provinces or territories and so this limitation may not apply to you. This limited warranty gives you specific legal rights. You may also have other rights which vary by state, province or territory.

For customers in Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. This limited warranty is not transferable and applies only to the consumer who originally purchased the Aussie Play Pods. This warranty does not cover Aussie Play Pods accessories or Moveable Play Equipment.

If you have any questions or concerns regarding this limited warranty, you can contact Aussie Play via our website contact details www.aussieplay.com.au. If you need replacement parts but your warranty has expired, you can purchase them by contacting your local reseller or Aussie Play directly.