



Limited Warranty

Adventure Playsets Inc. insures to the original owner of our product, that the components of our set are free from defect in materials and will be warranted for one year from the date of purchase. In addition, all wooden components will be warranted against rot or insect damage for 12 Years to the original owner. All non-wood components will carry a one-year warranty only.

All defective parts that are discovered and reported in the first thirty days after purchase will be replaced at no charge to the registered customer. After thirty days of purchase shipping and handling charges for replacement warranty parts will be passed on to the consumer.

All returned goods will be accessed by our customer service department. We will not accept any goods without an authorization code. Our customer service department will give out all codes. Failure to supply authorization code with shipment will void all said warranty. Our customer service department can be reached at 1-800-856-4445.

This Limited Warranty does not cover the following:

- The cost of labor required to re-install or disassemble the defective component.
- The cost of air freight
- The cost of freight after the initial 30 days from purchase.
- Cosmetic defects that do not affect the structural integrity of the play center.
- Any abnormal conditions such as vandalism, improper installation, misuse or abuse, or improper maintenance.
- Damage done by nature such as wind, lightning, severe weather, etc...
- Natural defects of wood such as warping checking or any other physical properties of wood that do not present a hazard.

Adventure Playsets products have been carefully designed to insure your child's safety. Any modifications to your playsystem could result in serious injury as well as void all warranties.

Our playsets are designed for Residential use only, for children between the ages of 3 and 10, for a single-family dwelling. Commercial use such as nurseries, parks or schools, voids all warranties and liabilities.



Warranty Claim Procedure

If you are confident that your playsystem has been installed and maintained properly, and you have a warranty claim, proceed with the following steps:

1. We will need copy of your proof of purchase (Vendor sales receipt only.)
2. We require a brief written description of the warranty issue.
3. Photos of warranted parts and of the entire play system.

If **any** of the above steps are not completed, there may be delays in the completion of your claim, or possibly warranty cancellation.

Mail information to:

Adventure Playsets

14201 I-27

Amarillo, Texas

79119

or email at

custservice@adventureplaysets.com

Our customer service department will review the claim and make contact with the customer by mail or by phone. The customer will only pay for shipping and handling to and from factory if warranty is approved.

1-800-856-4445

Service department hours Monday thru Friday 9am to 5pm

Saturday 9am to 2pm

Central Standard Time