

NATURE PLAYGROUNDS PRODUCT AND INSTALLATION WARRANTY INFORMATION

WORKMANSHIP

Workmanship completed by Nature Playgrounds is covered under a standard one year warranty from date of installation.

MATERIALS

All materials supplied by Nature Playgrounds are warranted to be free from defects for a period of one year when installed by Nature Playgrounds or suitably qualified contractors. Materials supplied by external suppliers are covered by that specific manufacturer warranty.

As the vast majority of materials used in construction of products by Nature Playgrounds are naturally produced, changes in appearance and condition will naturally occur as time and seasons pass by. These changes may appear in the form of shrinkage, expansion, cracking, moisture absorption, bows, twists or general wear and tear. Under normal circumstances there should be minimal change in a products appearance within the first 12 months. Any substantial change in the first 12 months may be covered under this warranty.

CONDITIONS IN WHICH YOUR WARRANTY MAY BECOME VOID

- Natural timbers are not oiled at minimum every 4 months
- The playground has not been utilised for its intended purpose
- There is evidence of neglect in maintenance
- Evidence of vandalism
- If the product has not been installed by Nature Playgrounds
- The playground or products have not been paid for in full or by the payment time as set by Nature Playgrounds
- Repairs or alterations to the product by external sources
- Unsatisfactory installation methods
- Damage caused by acts of god

LIFETIME WARRANTY

- Full range of stainless steel hand pumps. (manufacturer's warranty)

10 YEAR WARRANTY

- Steel works
- Platforms (steel)
- Stainless steel hardware

- Galvanised structural parts
- Engineered timber

5 YEAR WARRANTY

- Rubber seats and rubber mats
- Aluminium components
- Polyethylene items
- Painted or powder coated metal

2 YEAR WARRANTY

- Rope and net constructions
- Moveable plastic and metal components

1 YEAR WARRANTY

- Stainless steel chain for swings
- Nylon Bushings for swings

COSMETIC DAMAGE

This warranty does not cover any cosmetic damage such as scratches, dents, warping, marring, fading, discolouration and weathering of paint & plastic elements due to normal wear and tear, nor damage caused by accident, improper care, and negligence, surface corrosion on metal parts, discoloured surfaces and other cosmetic issues or failures due to misuse or vandalism. Naturally occurring changes in timber and stone over time are considered cosmetic and are not covered under this warranty

MAKING A CLAIM

When making a claim, please notify our office by email within 7 days of identifying the defect and provide the following information

- Detailed description of the problem
- Date when product was installed.
- Copy of original Invoice
- Copy of official Maintenance records.
- Supporting photographs to substantiate claim.
- Submit claims to info@natureplaygrounds.com.au