

PlayCom Supplies Ltd

Playcom Supplies Ltd Warranty Document
Effective Date: 15/01/24



Consumable parts: Includes beaters, ropes and cables.



Moving parts: Covers mechanical failure due to faulty workmanship or material defects.



Timber material: Covers play-grade timber from rot and insect infestation that impairs structural integrity of the product.



HDPE material: Covers defects arising from manufacturing.



Structural steel components: Covers defects arising from manufacturing.

Conditions

Misuse, vandalism, normal wear and tear, and neglect—including failure to follow any maintenance instructions and guides—are not covered by these warranties. Playcom Supplies Ltd does not provide warranties for HDPE failures resulting from a customer's own design or parts machined by the customer without prior authorisation from Playcom Supplies Ltd.

The entire unit or the defective part(s) must be returned to Playcom Supplies Ltd at the customer's expense, along with proof of purchase, for inspection. Playcom Supplies Ltd will not be responsible for any costs incurred by the customer related to the replacement of defective part(s), including the removal and re-installation of the entire unit or the defective part(s). Additionally, Playcom Supplies Ltd will not be liable for any compensation claims during the time the unit is non-functional or absent from the site.

The warranties do not entitle the customer to a completely new product due to a defective component. Playcom Supplies Ltd will, at its discretion, repair or replace defective parts on an ex-works basis.