



Warranty

Certified Structures

5
Years
Rope & Components

15
Years
Foundation Steelwork

15
Years
Structural Steelwork

5
Years
Wood

2
Years
Dynamic Products

2
Years
Custom Components



Warranty

Custom Products, Nets, & Components

2
Years
Custom Products

1
Years
Custom Dynamic



Tayplay's Certified Active 6000



Tayplay's Custom Rope Nets

Coverage & Exclusions:

This limited warranty does not apply for:

- Normal wear and tear occurring with intended use, such as cosmetic issues from surface corrosion, scratches, dents, marring, fading, discoloration, abrasion (including wear on ropes leading to exposed wires or split fibres). Abrasive materials (e.g. Sand Surfacing) within the playground environment can expediate the wear and tear of rope and components - this is defined as natural aging and is not covered by Tayplay warranty.
- If products are subjected to abuse, misuse, unintended use, neglect, excessive strain, or vandalism.
- If the product is exposed to unforeseeable environmental conditions such as extraordinary weather and natural disaster.
- If the purchaser has not performed and documented inspection and maintenance as directed in published HAGS Inspection and Maintenance Guides. All required maintenance must be carried out promptly and regularly over the life of the product.
- If the product is assembled and/or installed in a manner contrary to Tayplay instructions.
- For products installed within 2 miles of Salt Water & Chlorine this can cause corrosion issues, the product is limited to the 'Custom Warranty'. Products directly impacted by salt or chlorine spray are not covered for any defects caused by corrosion. Tayplay must be made aware of the risk to corrosion prior to purchasing.
- For minor timber related issues like cracks, that do not diminish structural integrity of safety.
- If the purchaser fails to report warranty claims in a timely manner, or otherwise fails to comply with the claims reporting procedure.
- If the purchaser does not observe and comply with product notices and instructions issued from time to time by HAGS and/or its authorized dealers related to product issues and safety.
- Products are to be stored in a dry moisture-free area and should be checked/signed off on receipt of the goods (3-working days). Tayplay warranty only covers 3rd party freight supplied by Tayplay (e.g. Missing Products). Ex-works collections are not covered by Tayplay warranty.

Warranty terms and claims procedure:

Purchaser must send warranty claims to Tayplay using sales@tayplay.com or in writing to Tayplay, Suite D, Revierview House, Friarton Road, Perth, Perth & Kinross, Scotland (UK), PH28DF, within three (3) months of when a product defect is discovered or should have been discovered.

Purchaser must present the valid original invoice or the original warranty certificate along with the notice of claim. In addition, the customer must, upon request, present Tayplay with a copy of documents indicating how inspection and maintenance procedures have been conducted. Upon request, defective or non-conforming parts must be returned to Tayplay.

If any products prove defective or nonconforming under normal use and within the above-prescribed warranty periods, Tayplay will within a reasonable time and in its sole discretion, repair or replace such defective or non-conforming products by providing repaired or replacement products and parts free of charge to the site. Tayplay's limited warranties do not cover the cost of labour to remove defective or nonconforming parts or to install repaired or replacement parts.

If specific colours or designs/products have been discontinued, Tayplay will offer a choice of available alternative colours or corresponding alternative designs/products to replace the warranted parts and products. All warranty periods begin on the date of Tayplay invoice. Repaired and/or replacement parts are warranted only for the balance of the original limited warranty. All warranties extend only to the original Purchaser of products from Tayplay or its authorized reseller and are not transferrable.

These limited warranties apply only to Tayplay products that are erected and installed in conformance with Tayplay installation instructions, and that are maintained and inspected in conformance with Tayplay maintenance and operational instructions. Evidence of which should be supplied as part of the claim. Any disputes, claims or controversies arising out of or relating to this limited warranty shall be settled and determined by binding arbitration conducted at a location decided by Tayplay.

