

WARRANTY CLAIM PROCEDURE

IMPORTANT:

The wooden components in your Sunray® Premium Playground will have imperfections. We remind you that **seasonal checks and surface cracks, knot holes and knots, are natural characteristics of all wooden play equipment. These imperfections that are not resulting in structural failure are not covered under this warranty.**

Now that your Sunray Premium Playground is correctly installed and maintained, you may have a warranty claim. Please take the following steps to ensure a fast claim:

1. Write a brief letter describing any problems.
2. Attach a copy of your sales receipt or other means of proof of purchase.
3. Provide a photo of the part or parts for your warranty claim and a photo of the complete set.

NOTE: Failure to supply any information may result in claim delay or possibly void warranty.

**Mail all information to Sunray Customer Service Department at:
Sunray Premium Playgrounds
2500 Eastbrook Drive
Brookings, SD 57006**

A Sunray Premium Playground Customer Service Representative will contact you by phone or mail after reviewing the claim. If the part is covered under warranty, you will be responsible for shipping and handling charges.

**Sunray Customer Service Department hours are:
Monday - Friday 8am - 5pm cst
Saturdays (April 12 - June 28)
8:30am - 5pm cst
1-888-825-2006
or E-Mail us at:
customerservice@sunraypremiumplaygrounds.com**

www.sunraypremiumplaygrounds.com

Limited Three-, One- & Fifteen-Year Warranties

Please supervise your children's play activity and maintain your play equipment periodically as specified in the Sunray® owner's manual.

Subject to proper installation and normal residential use, Sunray Premium Playgrounds warrants to the original retail purchaser that, for a period of **THREE YEARS** from the date of purchase, and subject to the limitations stated below, all chain, seats, hardware, metal braces, handles, trapeze bar and accessories will be free from defects in material and workmanship. In addition, Sunray Premium Playgrounds warrants to the original retail purchaser that, for a period of **ONE YEAR** from the date of purchase, and subject to the limitations stated below, all ropes will be free from defects in material and workmanship. Cracks in plastic components are not considered defects in materials and workmanship if they do not affect the functionality of the component or system. **Components covered under this limited three-year or one-year warranty will be replaced free of charge and returned to the customer, freight collect.** All labor costs, travel expenses and any other charges involved in the installation or replacement of the parts, if any, are the original purchaser's responsibility. The warranty coverage described in this paragraph is the original purchaser's sole and exclusive remedy and lasts only as long as the original purchaser owns the Sunray® system and terminates if the original purchaser sells or otherwise transfers the unit.

In addition, for a period of **FIFTEEN YEARS** from the date of purchase, Sunray Premium Playgrounds warrants to the original retail purchaser all wooden components against structural failure due to corrosion, wood rot or insect infestation. **Peeling, splintering, minor cracking caused by weather, surface cracks, knot holes and knots, are natural characteristics of all wooden play equipment. Such imperfections that do not result in structural failure are not covered under this warranty.** This limited fifteen-year warranty also applies to the slide and swing hangers. **Components covered under this limited fifteen-year warranty will be replaced free of charge and returned to the customer, freight collect.** All labor costs, travel expenses and any other charges involved in the installation or replacement of the parts, if any, are the original purchaser's responsibility. The warranty coverage described in this paragraph is the original purchaser's sole and exclusive remedy and lasts only as long as the original purchaser owns the Sunray® system and terminates if the original purchaser sells or otherwise transfers the unit.

Non-residential use of the system is prohibited and will have no warranty as the systems are designed for residential use only.

Sunray Premium Playgrounds reserves the right to request the original proof of purchase, examine photographs or physical evidence of merchandise claimed to be defective and to recover said merchandise, prior to disposition of warranty claims. Merchandise returned to our factory for examination or recovery must be shipped freight prepaid, unless a Return Authorization Number is issued.

No warranty is offered on the following: (1) equipment subjected to abuse, negligence, improper installation, vandalism, acts of God, unauthorized alteration or attachment of equipment other than authorized Sunray® accessories; or (2) equipment subjected to improper use, service or repair by customer or any third party. Failure to maintain your Sunray® equipment properly - including, without limitation and by way of example only, not staining the unit or not checking and tightening hardware - may cause the warranties described herein not to apply in certain circumstances.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF SUNRAY PREMIUM PLAYGROUNDS CANNOT DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN TO THE EXTENT POSSIBLE ANY CLAIMS UNDER ANY SUCH IMPLIED WARRANTIES SHALL EXPIRE ON EXPIRATION OF THE APPLICABLE WARRANTY PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SUNRAY PREMIUM PLAYGROUNDS DOES NOT ASSUME, OR AUTHORIZE ANY PERSON TO ASSUME FOR US, ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF OUR PRODUCTS.

Limited Three-, One- & Fifteen-Year Warranties

TO THE MAXIMUM EXTENT PERMITTED BY LAW, SUNRAY PREMIUM PLAYGROUNDS ASSUMES NO RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH MAY ARISE FROM THE PURCHASE OR USE OF OUR EQUIPMENT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IF ANY PROVISION OF THIS LIMITED WARRANTY IS INVALID, VOID OR UNENFORCEABLE IN ANY INSTANCE OR RESPECT, THE UNENFORCEABLE PROVISION WILL BE SEVERED AND REFORMED TO EFFECT THE INTENT OF THIS LIMITED WARRANTY TO THE MAXIMUM EXTENT POSSIBLE, AND THE REMAINING PROVISIONS SHALL CONTINUE IN FULL FORCE AND EFFECT AND SHALL BE ENFORCED TO THE FULL EXTENT PERMITTED BY LAW.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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For prompt warranty service, contact:
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