

Guarantee of quality

ForPark Australia undertakes to repair or replace all items that prove to be defective in the manufacturing process for the duration of the following guarantee periods. Due allowance shall be made for wear and tear on a pro-rata basis.

- 20-year guarantee on all platforms, uprights, and other steel components.
- 5-year guarantee on all plastic, reinforced polyester resin, timber, rubber, and rope components.
- 1-year guarantee on all moving parts

The above-stated guarantees do not cover: cosmetic defects such as scratches, dents, or fading of paint; damage due to fire, water, vermin, or insect infestation, vandalism, corrosion, improper shipment, incorrect installation, misuse, exposure to extreme weather or environmental conditions, or lack of maintenance; theft or circumstances beyond ForPark's control (ie acts of God).

In highly corrosive environments it is strongly recommended that all equipment is regularly washed with clean water to prevent any build-up of rust-causing minerals. This is particularly important where the equipment is positioned under a permanent shade structure and cannot be naturally washed by rain.

Timber that is exposed to the weather may crack, distort shape, and weather to some degree and is excluded from this guarantee where the structural integrity of the equipment is not unduly affected. It is strongly recommended that all timber items are periodically treated with Sikkens Cetol HLSe Mahogany. The frequency of treatment will be dependent on the location and environmental conditions.

A part is covered only for the original warranty period. Once the original warranty period on a part has expired, the warranty on any replaced or repaired part also expires.

Any alterations, modifications, or additions made to the equipment by an unauthorised person or not following the manufacturer's instructions will void this warranty.

All claims must be made on an official ForPark Australia Claim Form (which can be obtained by contacting any of ForPark's offices), and accompanied by proof of purchase.

ForPark Australia will:

- Pay transport costs for the return of the defective products to ForPark Australia, but only if returned by the purchaser in strict accordance with the written instructions of ForPark Australia and its request.
- Pay the costs for the transport of the repaired or replaced products to the purchaser. ForPark Australia will not pay the costs of labour for the removal or installation of the alleged defective product.