

Warranty

Backyard Fun Factory offers a Limited Lifetime, Limited 5 Year, and Limited 1 Year Warranty.

Backyard Fun Factory Warranties all Redwood components against structural failure due to warping, wood rot, insect infestation or decay for a lifetime to the original purchaser. This Lifetime warranty does not cover cracks, splinters, checks, fading, knots and weathering that are normal natural characteristics of wood, that do not affect the structural integrity of the product. A Limited 5-Year Warranty also applies to all roto-molded slides, ductile iron swing hangers, all tire swivels, metal climbing rungs and swing beam brackets against failure due to rust or failure in defect in material. Surface rust, fading, weathering, and corrosion that does not affect structural integrity is not covered by this warranty. A copy of the original invoice must be presented to initiate warranty claim. This limited warranty does not cover damage from abuse, acts of God, vandalism, negligence, alterations, normal wear & tear, use other than residential, unauthorized modification, damage due to moving of product or improper installation and/or use.

Furthermore, for a period of 5 years, Backyard Fun Factory's limited warranties applies to all components & accessories (except ropes) that are not covered under the Lifetime Warranty, to be free from defects in material and workmanship. This includes all blow molded slides. Surface rust, fading, weathering, and corrosion that does not affect structural integrity is not covered by this warranty. Backyard Fun Factory warranties all ropes to be free of defects in material and workmanship for a period of 1 year. This also includes all structural foam molded slides. Fading is not considered a defect and may occur with seasonal and geographical conditions.

This warranty is limited to replacement of the defective part. Products covered under this warranty will be shipped at the customer's expense. Backyard Fun Factory is not responsible for any expense associated with freight, or delivery and installation of the warranted part(s). Backyard Fun Factory reserves the right to inspect all warranty claim parts for which a claim has been made. Digital photos of the part(s) being claimed will be necessary to complete all claims.

This limited warranty applies only to the original retail purchaser and for residential use only. These warranties void when product is transferred or sold by original owner. A copy of the original invoice must be presented to initiate warranty claim. This limited warranty does not cover damage from abuse, acts of God, vandalism, negligence, alterations, normal wear & tear, use other than residential, unauthorized modification, damage due to moving of product or improper installation and or use.

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

TIP-Many of our Factory Dealers offer the purchase of Annual Safety Checks, Re-stains and Maintenance Plans at a nominal fee to our customers. This will keep your play system safe, looking great and ready for play.