

Guarantee Information

Guarantee conditions for products sold by Robovision Ltd trading as TP Toys.

- All guarantees are conditional upon family domestic use of the product
- All guarantees apply to the original purchaser only; they are strictly not transferable
- All guarantees commence on the date of purchase.
- All guarantees require the purchaser to have followed the maintenance instructions provided with all TP products. For example any rust spots on steel frames need to be rubbed down with a wire brush and protected with galvanized paint to prevent further corrosion. If this general maintenance has not taken place, the guarantees against rust causing failure will be invalidated.
- All guarantees require the purchaser not to have modified the product.
- Only fittings and accessories supplied by TP should be used with TP products or your guarantee may be invalidated.
- Liability is limited to the affected part only which we will repair or replace at our discretion.
- Guarantees require the production of the original purchase receipt and of the batch number which appears on the instruction provided with the product. This instruction sheet should be retained by the purchaser for this reason and to provide important maintenance information (see above).
- If a guarantee claim is valid and a replacement part is supplied, the replacement part assumes the warranty period of the original purchase. For example if a product is purchased on 4 January 2012 and has a 1 year guarantee, but a replacement part is supplied under warranty 9 months later in September 2012, the warranty of the product including the replacement part supplied in September 2012 will expire 1 year from the original purchase, ie 3 January 2013.
- Vandalism, abuse, incorrect installation, inappropriate usage, minor settlement , weather related damage and acts of God are excluded
- Guarantees apply to purchases made in the British Isles. Outside that territorial area, the maximum guarantee on any product, or part of that product, is 1 year.
- Purchases of TP products outside the British Isles must be made from an approved TP retailer who will provide local resolution of any qualifying warranty claims. All claims will require the production of a valid purchase receipt.

To enable us to manage your warranty claim as efficiently as possible, please register your purchase at www.tptoys.com/productregistration

2014 Range of TP Products - Guarantees

Code	Product Description	Parts Covered/Conditions	Length
292	DOUBLE SEATED SQUARE SANDPIT	Wood –against rot causing failure	1 year
339	ANCHOR DOWN KIT		1 year
41	TRAMPOLINE LADDER		1 year

226P	8FT GENIUS OCTAGONAL	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
227P	10FT GENIUS OCTAGONAL	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
228P	12FT GENIUS OCTAGONAL	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
229P	14FT GENIUS OCTAGONAL	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
249	8FT GENIUS ROUND TRAMP	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
250P	10FT GENIUS ROUND TRAMP	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
251P	12FT GENIUS ROUND TRAMP	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
252P	14FT GENIUS ROUND TRAMP	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
231	6FT BIG BOUNCER TRAMPOLINE	Frame- against rust causing failure	10 years
		Bed and stitching	2 years
		Enclosure	1 Year
755	RAPIDE SLIDE BODY		1 Year
968	SMALL WAVY SLIDE		1 Year
969	CRAZYWAVY SLIDE		1 Year
768	RAPIDE EXTENSION		1 Year
293	ACTIVITY ACCESSORY PACK		1 Year
749	SPIRO HOP SEE-SAW		1 Year
140	FOREST WOODEN SEESAW FSC	Wood –against rot causing failure	5 Years
865	HIDE&SEEK TUNNEL 1.8M		1 Year
983	JUNIOR SPIRO BOUNCER		1 Year

951	BUBBLE BOUNCER		1 Year
636	BOUNCYCLE		1 Year
		Wood –against rot causing failure	5 Years
9	ACORN GROWABLE SWING		1 Year
	EARLY FUN GROWABLE SWING		
37	FRAME		1 Year
		Wood –against rot causing failure	5 Years
340P	CASTLEWOOD TOWER		5 Years
		Wood –against rot causing failure	5 Years
341	CASTLEWOOD SWING ARM		5 Years
		Wood –against rot causing failure	5 Years
344	CASTLEWOOD DEN PACK		5 Years
		Wood –against rot causing failure	5 Years
		Wood –against rot causing failure	5 Years
201	FOREST SINGLE SWING 2 FSC		5 Years
		Wood –against rot causing failure	5 Years
206	FOREST DOUBLE SWING 2 FSC		5 Years
		Wood –against rot causing failure	5 Years
605	TRAPEZE & RINGS		1 Year
946	TWIZZLER II		1 Year
69	APPLE GREEN BUCKET SEAT		1 Year
998	JUNIOR SWING SEAT		1 Year
925	'GREEN' DELUXE SWG ST		1 Year
924	'GREEN' WRAPAROUND ST		1 Year
999	QUADPOD – GREEN		1 Year
72	WOODEN SWING SEAT		1 Year
933	GREEN PIRATE BOAT		1 Year
		Frame-against rust causing failure	5 Years
22	6 x 4 GOAL		5 Years
		All other parts	1 Year
		Frame-against rust causing failure	5 Years
36	SUPER GOAL WITH TRAINER		5 Years
		All other parts	1 Year
		Frame-against rust causing failure	5 Years
38	GIANT GOAL WITH TRAINER		5 Years
		All other parts	1 Year
616	GARDEN GAMES SET		1 Year
		Frame-against rust causing failure	5 Years
839	EXPLORER2 FRAME WITH PLATFORM		5 Years
		All other parts	1 Year
836	NEW EXPLORER DEN		1 Year
		Wood –against rot causing failure	5 Years
476	KINGSWOOD2 TOWER		5 Years
		Wood –against rot causing failure	5 Years
479	KINGSWOOD2 DOUBLE SWING ARM		5 Years
		Wood –against rot causing failure	5 Years
334	FOREST SINGLE MULTIPLAY		5 Years
		Wood –against rot causing failure	5 Years

792	TP FOREST JUNIOR MULTIPLAY	Wood –against rot causing failure	5 Years
342	CASTLEWOOD HEXAGONAL SANDPIT	Wood –against rot causing failure	1 Year
164	PIRATE GALLEON 2	Wood –against rot causing failure	5 Years
286	DELUXE PICNIC TABLE SANDPIT	Wood –against rot causing failure	1 Year
285	EARLY FUN PICNIC TABLE SANDPIT	Wood –against rot causing failure	1 Year
291	FOREST DOUBLE MULTIPLAY WITH SLIDE	Wood –against rot causing failure	5 Years
794	FOREST LODGE	Wood –against rot causing failure	5 Years
795	FOREST VILLA	Wood –against rot causing failure	5 Years
76	AQUA SLIDE		1 Year
976	EARLY FUN WAVY SLIDE		1 Year
889	CRAZYWAVY STEPSET	Steel against rust causing failure	5 Years
		All other parts	1 Year
769	RAPIDE 3M STEP SET	Steel against rust causing failure	5 Years
		All other parts	1 Year
841	JUNGLE RUN	Steel against rust causing failure	5 Years
		All other parts	1 Year
131	DOUBLE GIANT SWING FRAME	Steel against rust causing failure	5 Years
		All other parts	1 Year
198	EARLY FUN JUNIOR TRAMP WITH PADS		1 Year
730	POGO STICK		1 Year
346	CASTLEWOOD TOWER SANDPIT COVER		1 Year
265P	8FT TRAMPEAZEE TRAMPOLINE	Frame- against rust causing failure	5 years
		Other Parts	1 years
266P	10FT TRAMPEAZEE TRAMPOLINE	Frame- against rust causing failure	5 years
		Other Parts	1 years
267P	12FT TRAMPEAZEE TRAMPOLINE	Frame- against rust causing failure	5 years
		Other Parts	1 years
803	ROUNDWOOD DOUBLE SWING		1 Year
112	FOREST SLIDE WITH SANDPIT		1 Year

792	JUNIOR MULTIPLAY		5 Year
290	EARLY FUN ACTIVITY HOUSE		5 Year
30	WOODEN PLAYHOUSE		5 Year
		Steel against rust causing failure	5 Years
132	TP TRIPLE GIANT SWING FRAME	All other parts	1 Year
		Wood against rot causing failure	5 Years
303	TP NEW FOREST SINGLE SWING FSC	All other parts	1 Year
		Wood against rot causing failure	5 Years
304	TP NEW FOREST DOUBLE SWING FSC	All other parts	1 Year
		Wood against rot causing failure	5 Years
350	TP WOOD PLAYHOSE FSC W/SLIDE	All other parts	1 Year
		Wood against rot causing failure	5 Years
475	TP KINGSWOOD CLIMBING BRIDGE FSC	Wood against rot causing failure	5 Years
		Wood against rot causing failure	5 Years
302	TP NEW FOREST ACORN GROWABLE SWING FRAME FSC	All other parts	1 Year
	CREATAWAY SAND TABLE		1 Year
288	ACCESSORY PACK		
		Wood against rot causing failure	1 Years
803	TP ROUNDWOOD TRIPLE SWING FRAME	All other parts	1 Year
919	NEST SWING		1 Year
952	BUBBLE BOUNCER (INC BUBBLES)		1 Year
922	WOOD TRAPEZE AND RINGS		1 Year
920	WOODEN WING SEAT		1 Year
	TP GENIUS OCTAGONAL 2 & ENCLOSURE 8FT (WITH IGLOO DOOR)	Frame against rust causing failure	10 Years
280P		All other parts	1 Year
	TP GENIUS OCTAGONAL & ENCLOSURE 10FT (WITH IGLOO DOOR)	Frame against rust causing failure	10 Years
281P		All other parts	1 Year
	TP GENIUS OCTAGONAL 2 & ENCLOSURE 12FT (WITH IGLOO DOOR)	Frame against rust causing failure	10 Years
282P		All other parts	1 Year
	TP GENIUS OCTAGONAL 2 & ENCLOSURE 14FT (WITH IGLOO DOOR)	Frame against rust causing failure	10 Years
283P		All other parts	1 Year

Products purchased at John Lewis will be covered with an additional one year guarantee on production of the proof of purchase from John Lewis and registration of the purchase on the tptoys.com website <http://www.tptoys.com/customer/productregistration>.

In all cases, the guarantee conditions clearly stated above must also be met for the guarantee to be upheld

Use of TP Products in an educational /schools environment

TP products are tested to the EN71 standard applicable to products used in a family domestic setting. Anyone wishing to use TP equipment in an educational setting should check with their insurer that equipment certified to EN71 is acceptable before they make their purchase.

TP products intended for use in an educational setting are guaranteed for 1 year. These products are the sand and water tables: The Cascade, the Oasis, the Rockface and the La Palma as well as the Hide and Seek tunnel. All other TP products used in this environment are guaranteed for 3 months only to reflect the more intensive use these products will experience in this setting.

None of the above affects the consumer's statutory rights

Important Information about Guarantees on TP purchases made prior to 3rd January 2012

Tube Plastics trading as TP Activity Toys went into administration on 6 December 2011. At that time all the guarantees it had issued were rendered null and void.

Robovision Ltd bought the assets of Tube Plastics on 3 January 2012. Trading as TP Toys we have no legal obligation to honour the guarantees issued by the business that went into administration. However, as a gesture of good will, we will endeavour to honour all guarantees for purchases made 1 year prior to our purchase of the assets of Tube Plastics, i.e all purchases made from 1st January 2011. Guarantees relating to any purchases made before 1st January 2011 will not be honoured.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.