

Warranty

Eastern Jungle Gym® (“EJG”) warrants all wooden components of its swing sets, under normal use and conditions, for a prorated period of 10 (TEN) years from the date of purchase. The warranty applies to the original purchaser at original address on sales receipt for the Classic, Dreamscape, Dream, Supreme (2011 and after), Supremescape, Ultimate, Extreme, Sky, Fantasy, Fantasy Tree House and Imagination swing sets. It warrants against structural failure from insect infestation or wood rot. It does not cover rot or decay that occurs as a result of installation of a swing set in an area with poor drainage.

Seasonal checks, minor cracking, knots, knot holes, peeling, warping, splintering, etc. are all considered natural characteristics and cosmetic imperfections of any wooden outdoor play equipment. They do not result in structural failure, and they are not covered under this warranty. Discoloration, mold growth and faded stain on the wooden components, as well as surface rust on hardware, are not considered defects and are not covered under the warranty.

Any components returned to EJG under this limited 10-year warranty must be sent freight prepaid and will be replaced or repaired at Eastern Jungle Gym’s option. Returned components will be sent freight collect. Eastern Jungle Gym® reserves the right to examine photographs and/or physical evidence of merchandise claimed to be defective and to recover merchandise prior to any warranty claims. Any other costs associated with the work that must be performed on site is not covered. Any travel and labor or shipping and handling expenses will be the responsibility of the original purchaser. The warranty described thus far is the original purchaser’s sole and exclusive remedy. It lasts for 10 years, or until the original customer sells or otherwise transfers the unit.

In addition to and separate from the above, all chains, rope, canopy tent tops, seats, hardware, metal braces, handles, rungs and all accessories will be free from defects in material and workmanship for a period of 1 (ONE) year from the date of purchase. Cracks in plastic components, as well as chips and imperfections in the powder-coated finishes, are not considered defects in workmanship or material if they do not affect the functionality of the component or the swing set, and as such will not be covered under this warranty. Any components returned to EJG under this limited one-year warranty will be replaced or repaired at Eastern Jungle Gym’s option. Any costs associated with work that must be performed on-site is not covered, and neither are travel and labor or shipping and handling expenses. Those will be the responsibility of the original purchaser. The warranty described in this paragraph is the original purchaser’s sole and exclusive remedy. It lasts for 1 year, or until the original customer sells or otherwise transfers the unit.

Non-residential use of swing set or any swing set parts (including but not limited to chains, ropes, canopy tent tops, handles, etc.) is prohibited and will not be covered under any warranty, as Eastern Jungle Gym swing sets are designed for residential use ONLY. EJG reserves the right to examine photographs and/or physical evidence of merchandise claimed to be defective, and to recover merchandise prior to any warranty claims. Any merchandise returned for inspection must be sent freight prepaid, and will be returned freight collect, unless return authorization number is issued.

These warranties do not apply to any swing set or swing set part that has been subjected to abuse, vandalism, improper installation, negligence or acts of God. Warranties are void if any alterations or additions have been made to the swing set, or if it has been relocated by the customer or a third party.

These warranties are subject to the limitations stated herein. These warranties are expressly in lieu of all other warranties. They excludes all consequential damages. Some states do not allow the limitation or exclusion of consequential damages, so the above may not apply to you. Eastern Jungle Gym® does not authorize any individual or representative to express or imply any other warranty.

Notice: Failure to maintain your equipment properly may cause the warranties described herein not to apply in certain circumstances. It is the owner's responsibility to perform upkeep on the swing set, which includes but is not limited to hardware checks and regular restraining/resealing.

Contact Us

If you have a questions about our products, please call us at **1-800-752-9787** or email us at info@easternjunglegym.com

Website: <http://www.easternjunglegym.com/>

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.