

# **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, natural characteristics of all wooden play equipment, not resulting in structural failure, are not covered under warranty.**

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

1. Write a brief letter describing problem.
2. Copy of your sales receipt or other means of proof of purchase.
3. Photo of warranty claim part of your claim and one of 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 thru Friday 8am to 5pm cst  
Saturdays (April 16th - July 23rd)  
9 am-3pm cst  
1-888-825-2006  
or E-Mail us at:  
[customerservice@sunraypremiumplaygrounds.com](mailto:customerservice@sunraypremiumplaygrounds.com)**

**[www.sunraypremiumplaygrounds.com](http://www.sunraypremiumplaygrounds.com)**

## Limited Three & Twelve Year Warranties

Subject to Proper installation and normal residential use, Sunray Premium Playgrounds warrants, subject to the limitations stated below, to the original retail purchaser, all chain, seats, swing hangers, hardware, metal braces and accessories to be free from defects in material and workmanship for a period of THREE YEARS from date of purchase. In addition, Sunray Premium Playgrounds warrants all ropes for a period of one year. Cracks in non-functional plastic components are not considered defects in materials and workmanship if they do not affect the functionality of the system. Merchandise covered under this limited three-year warranty will be repaired or replaced, at our option, and returned to the customer freight prepaid.

In addition, for a period of twelve years which the original purchaser owns the system, Sunray Premium Playgrounds warrants, to the original retail purchaser, all wooden components against structural failure due to corrosion, wood rot, or insect infestation. **Seasonal checks and surface cracks, knot holes and knots, natural characteristics of all wooden play equipment, not resulting in structural failure, are not covered under this warranty.** This limited twelve year warranty also applies to slides, commercial grade hangers, bolts, monkey bar bracket, handles, and trapeze bar. Components covered under this limited twelve year warranty will be replaced, free of charge and returned to the customer, freight collect.

**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 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 equipment subjected to abuse, negligence, improper installation, vandalism, acts of God, unauthorized alteration or attachment to equipment other than our own, or improper use, service or repair by customer or any third party. Sunray Premium Playgrounds assumes no responsibility for incidental or consequential damages which may arise from the purchase or use of our equipment. Please supervise your children's play activity and maintain your play equipment periodically.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR USE. 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.

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

For prompt warranty service, contact:

Sunray Premium Playgrounds

2500 Eastbrook Drive

Brookings, SD 57006

1-888-825-2006

or E-Mail us at:

[customerservice@sunraypremiumplaygrounds.com](mailto:customerservice@sunraypremiumplaygrounds.com)

Web: [www.sunraypremiumplaygrounds.com](http://www.sunraypremiumplaygrounds.com)