

AUSSIE PLAY WARRANTY

**Built strong. Built local.
Built to last.**

At Aussie Play, every piece of equipment is proudly designed and manufactured right here in Australia. We stand behind the quality of our materials, our craftsmanship and the safety of the children who use our products every day.

The following is a clear outline of what our warranty includes.



OUR MANUFACTURER'S WARRANTY

10-Year Structural Warranty – Aluminium Pods and Poddlers

Covers structural faults in the aluminium frame, such as:

- Weld failure
- Aluminium tube failure

This warranty **does not** cover:

- Any component attached using screws, nuts, bolts, rivets or other fasteners
- Aesthetic or cosmetic damage
- Damage caused by incorrect use (e.g. equipment used by adults or used outside its intended purpose)

5-Year Structural Warranty – Aluminium Play Frames

Covers structural faults in the aluminium tubes, such as:

- Weld failure
- Aluminium tube failure

This warranty **does not** cover:

- Any component attached using screws, nuts, bolts, rivets or other fasteners
- Aesthetic or cosmetic damage
- Damage caused by incorrect use (e.g. equipment used by adults or used outside its intended purpose)

1-Year Warranty – Fixings, Fasteners & Finishes

Covers faulty materials or workmanship for one year on components such as:

- Timber slats
- Screws, nuts, bolts, rivets
- Rope, canvas, Velcro, cleats
- Rubber feet
- Plastic board
- Powder coat finish

This warranty **excludes**:

- Damage caused by incorrect use
- Use of non-Aussie Play components that may cause premature wear
- Normal wear and tear
- Damage caused by lack of routine maintenance (e.g. oiling timber, touching up scratches or chips in paintwork)

Warranty is void if the product is not used as intended or if regular maintenance is not performed according to our care instructions.

HOW TO MAKE A WARRANTY CLAIM

To lodge a claim, please notify Aussie Play - or the supplier you purchased from - in writing within the warranty period. The warranty period begins on the **date of invoice**.

To help us assess your claim quickly, please include:

- **Clear images** of the damaged or affected area
- Any relevant details about how and **when the issue occurred**

WHAT HAPPENS NEXT?

Once we receive your claim, we will:

1. Review your information and images
2. Assess whether the issue is due to a product fault
3. Contact you if we need more details
4. Advise you of the outcome and next steps

If the product is deemed faulty, we will repair or replace the item. In most cases, the product will need to be returned to us for inspection and **repair or replacement**.

Aussie Play reserves the right to refuse warranty claims relating to incorrect use or normal wear and tear.

YOUR CONSUMER RIGHTS

In addition to our manufacturer's warranty, our products come with guarantees that cannot be excluded under the **Australian Consumer Law**.

You are entitled to:

- A replacement or refund for a major failure
- Compensation for any other reasonably foreseeable loss or damage
- Repair or replacement if the goods fail to be of acceptable quality and the failure is not major



Contact Aussie Play Today

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