

JAMBETTE 2024 LIMITED/

Warranty

• ALUMINUM PARTS	LIFETIME
• HARDWARE	LIFETIME
• SWING HANGERS	15 YEARS
• STEEL PARTS	15 YEARS
• POLYETHYLENE PARTS HDPE	10 YEARS
• RECYCLED PLASTIC PARTS	10 YEARS
• PLASTISOL PARTS	10 YEARS
• HPL POLYETHYLENE (WOOD-LOOK) PARTS	10 YEARS
• STAINLESS STEEL SLIDES	10 YEARS
• POLYESTER/STEEL COMBINATION CABLES	5 YEARS
• STEEL/POLYURETHANE CABLE	5 YEARS
• FACTORY LABOUR	5 YEARS
• POLYCARBONATE PARTS	5 YEARS
• SWING SEATS	5 YEARS
• TRANSLUCENT ACRYLIC RESIN PANELS PARTS	5 YEARS
• GALVANIZED STEEL PERFORATED PANELS (VERTICAL AND FLOOR PANELS)	5 YEARS
• CLIMBING GRIPS	3 YEARS
• ELECTRONIC COMPONENTS	3 YEARS
• OTHER PARTS	2 YEARS
• SPRINGS FOR SPRING RIDERS	2 YEARS
• CONCRETE PRODUCTS	1 YEAR

Subject to the terms, conditions, limitations and exclusions set out in this limited warranty from Jambette.

ALUMINUM PARTS... LIMITED LIFETIME WARRANTY

We offer a lifetime warranty on the aluminium parts on our products against perforation due to low quality material for the normal life of these types of parts, used under normal conditions and subject to their proper maintenance.

HARDWARE... LIMITED LIFETIME WARRANTY

The nuts and bolts are guaranteed against breakage due to corrosion for the normal life of these types of parts, used under normal conditions and subject to their proper maintenance.

SWING HANGERS... 15-YEAR LIMITED WARRANTY

We guarantee swing hangers (joints) against deterioration caused by rust that has progressed sufficiently harm to users for a period of 15 years. Wear marks of moving parts and their pivot points caused by normal use and cuts or scratches resulting from normal use of equipment are not under warranty.

STEEL PARTS... 15-YEAR LIMITED WARRANTY

The steel parts are guaranteed for a period of 15 years against perforation caused by rust. The steel cables are excluded from this clause (*teel cables are excluded*).

POLYETHYLENE PARTS HDPE... 10-YEAR LIMITED WARRANTY

The high-density polyethylene parts are guaranteed for a period of 10 years. We guarantee these parts against splitting. Although this material is treated against the effects of UV rays, the discoloration of the polyethylene is not covered by this warranty.

RECYCLED PLASTIC PARTS... 10-YEAR LIMITED WARRANTY

The recycled plastic parts are guaranteed for a period of 10 years. We guarantee the parts against splitting. Although this material is treated against the effects of UV rays, the discoloration of the recycled plastic is not covered by this warranty.

PLASTISOL PARTS... 10-YEAR LIMITED WARRANTY

We guarantee plastisol against splitting causing chipping for a period of 10 years. Scratches and any other type of deterioration caused by normal use or bangs are not under warranty.

HPL POLYETHYLENE (WOOD-LOOK) PARTS... 10-YEAR LIMITED WARRANTY

HPL polyethylene (wood-look) parts are guaranteed for 10 years. We guarantee these parts against cracking.

STAINLESS STEEL SLIDES... 10-YEAR LIMITED WARRANTY

Stainless steel slides are guaranteed for 10 years against weld cracks, warping and perforation. This 10-year warranty applies regressively at 10% of its value per year (first year 90%, second year 80%, third year 70%, etc.)

POLYESTER/STEEL COMBINATION CABLES... 5 YEAR LIMITED WARRANTY

We guarantee the combined polyester/steel cables against breakage. Scratches, signs of wear and any other type of deterioration caused by normal use or bangs are not under warranty.

We guarantee the combined polyester/steel cable nets for a period of 5 years against breaking of its various components. Scratches, signs of wear and any other type of deterioration caused by normal use or bangs are not guaranteed.

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POLYURETHANE/STEEL CABLE... 5-YEAR LIMITED WARRANTY

We guarantee the combined polyurethane/steel cables against breakage. Scratches, signs of wear and any other type of deterioration caused by normal use or bangs are not under warranty.

We guarantee the combined polyurethane/steel cable nets for a period of 5 years against breaking of its various components. Scratches, signs of wear and any other type of deterioration caused by normal use or bangs are not guaranteed.

FACTORY LABOUR... 5-YEAR LIMITED WARRANTY

We guarantee the manufacturing quality of the assembly performed in the workshop for a period of 5 years.

POLYCARBONATE PARTS... 5-YEAR LIMITED WARRANTY

We guarantee Polycarbonate parts against splitting for a period of 5 years. Scratches and any other type of deterioration caused by normal use or bangs are not under warranty.

SWING SEATS... 5-YEAR LIMITED WARRANTY

We guarantee swing set seats against deterioration that has progressed sufficiently to undermine user safety for a period of 5 years. Scratches and any other type of deterioration caused by normal use or bangs are not under warranty.

TRANSLUCENT ACRYLIC RESIN PANELS PARTS... 5-YEAR LIMITED WARRANTY

Translucent acrylic resin panels parts are guaranteed for 5 years. We guarantee these parts against cracking.

GALVANIZED STEEL PERFORATED PANELS (VERTICAL AND FLOOR PANELS)... 5-YEAR LIMITED WARRANTY

Steel mesh (grid or stitch-welded type) is guaranteed for five years against deterioration due to rust.

CLIMBING GRIPS... 3-YEAR LIMITED WARRANTY

We guarantee climbing grips against breakage. Scratches, wear marks and any other type of deterioration caused by normal wear and tear are not covered.

ELECTRONIC COMPONENTS... 3-YEAR LIMITED WARRANTY

We guarantee electronic components for a period of three years. Scratches and any other type of deterioration caused by normal wear and tear are not covered.

OTHER PARTS... 2-YEAR LIMITED WARRANTY

We guarantee the other parts or materials not mentioned in the previous clauses for a period of 2 years. Scratches and any other type of deterioration caused by normal use or bangs are not under warranty.

SPRINGS FOR SPRING RIDERS... 2-YEAR LIMITED WARRANTY

We guarantee the springs for spring riders against deterioration caused by rust for a period of 2 years. The breakage of a spring is guaranteed as long as a manufacturing defect is detected and recognized. Scratches and any other type of deterioration caused by normal use or bangs are not under warranty.

CONCRETE PRODUCTS... 1-YEAR LIMITED WARRANTY

We guarantee concrete products against mechanical cracking for a period of one year. Microcracks or any other deterioration not affecting the concrete's structural integrity, as well as normal wear and tear, are not covered by this warranty.

Other terms, conditions, limitations and exclusions

For the products listed in this document, should a defect with respect to labour or materials occur and that was immediately reported to and confirmed by us, we undertake to replace or repair in the workshop the defective parts, at our discretion, at no charge. We will correct the nonconformity either by repairing any defective part or by making a replacement part available within 60 days of written notification. The replacement or repair of parts in no way extends the term of the applicable limited warranty. We reserve the right to require that you send us the parts in question at your expense. Where the parts are covered by this limited warranty, we will handle the transportation charges for the return of these parts.

You must clear snow from products that have accumulated a lot of snow. Never accumulate snow from snow removal operations on products (snow pushed or blown). In particular, if you do not remove the swing seats from their structure for the winter period, it is imperative to always keep them free of snow, whether it is deposited naturally or mechanically during snow removal operations.

Please note that, in addition to the cases excluded from this limited warranty, the following items are not covered by our warranty: wear marks and scratches resulting from the normal use of the equipment including the parts having a joint system, damage due to vandalism, excessive or improper use, disregard of maintenance notices or installation instructions and product

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assembly, as well as damage caused by various chemicals, contaminants or any corrosive materials, the damage caused by a saline environment due to a coastal climate, or from another source such as the spreading of deicing products on nearby roads, pollution, fire, explosions, acts of God, natural occurrences such as ground settling, freezing, thawing, violent winds, lightning, floods and other natural catastrophes, war, acts of terrorism and other such events or causes that are not the result of a manufacturing defect in terms of labour or materials.

Balls, basketball nets, soccer goal nets and any other types of athletic net are not covered by this warranty.

In addition to this warranty, the steel on products with the “coastal solution” is guaranteed for a period of five years against perforation caused by corrosion, even if the product is installed in a saline environment, in other words an environment in which the air carries salt, for example by the sea or near a highway on which de-icing products are spread.

The five-year “coastal solution” warranty does not apply if the product is in direct contact, at all times or occasionally, with saltwater or a corrosive product such as de-icing products used to melt ice. It should also be noted that it is always recommended to wash any Jambette product exposed to saline environments regularly with clean water. All other terms, conditions, limitations and exclusions in this warranty apply in all cases.

Finally, please note that products that are not Jambette brand products, as well as all models of swing hangers, metal fasteners for swing seats, parts at the base of the Multi-balls L-19061. We assume no other responsibility for our products other than that related to a manufacturing defect in terms of the labour or materials used for our products for the duration and subject to the terms, conditions, limitations and exclusions provided in this limited warranty.

By purchasing the products, the purchaser accepts this limited warranty and acknowledges that this replaces any other representation, warranty or condition, explicit or implied, statutory or other, including any warranty explicit or implied of merchant quality, commercial value or adaptation to or compliance with any anticipated use, application or installation. At no time does this warranty cover direct, indirect or incidental damages, nor labour related to corrective work, uninstallation, reinstallation or other such work, nor transportation fees not specifically outlined in this warranty or other fees, damages, losses or other costs suffered

by any person. This warranty overrides any warranty appearing in our catalogue or any other promotional document including our website.

Installation and turnkey services (landscape work), when they are part of the contract, are guaranteed for a period of one year.

The date on your invoice attests to the applicable warranty period(s). For all claims made under this limited warranty, and in order to process your file, you must notify us in writing immediately as soon as you notice a problem, providing us with the details of your claim and a description of the alleged manufacturing defect, as well as photos of the defective products, the part (if applicable), and the original purchase invoice. For more information on our claims procedure, please contact us at 1-877-363-2687.

