



The Play & Recreation Experts

1-800-573-7529

www.proplaygrounds.com

Site Furnishing Warranty

All Pro Playgrounds thermo-plastic, PVC coated products have limited warranty to the original purchaser of the products to be free of corrosion on seats and tops that results in bare metal exposure for a period of 5 years after the date of purchase, excluding any corrosion that may be the result of vandalism or intentional stripping of any of the coating.

Pro Playgrounds structural supports for tables and benches have a limited warranty to the original purchaser to be free of rust outs that would compromise structural integrity for a period of 5 years after date of purchase. Surface rust or cosmetic paint deterioration is excluded.

Pro Playgrounds products not listed above have a one year warranty on workmanship and materials when installed and maintained properly. Items not covered under warranty include acts of God, normal aging, weathering, and public abuse or vandalism. Claims for defects must be accompanied by copies of the original invoice or invoice number. A one year limited warranty is offered on steel, recycled plastics, and wood site furnishings. Wood products are subject to weathering, cracking, splintering, and insects and are not covered in our one year limited warranty.

CANCELLATIONS AND RETURNS

Cancellations and returns must be approved by Pro Playgrounds and an authorization number, issued by the SRP Customer Care Department, must accompany the return. All returned items must be carefully packed and received in a condition that allows for easy identification and sale of product. A restocking fee of 25% will be applied to any returned item not in error of Pro Playgrounds. Pro Playgrounds may assess an additional handling fee of up to 15% if condition of returned item is in disarray or item is in a non-sellable state.

INSPECTION REQUIRED BEFORE SIGNING PROOF OF DELIVERY



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1. Inspect packages and product for damages
2. Count number of packages received and verify you have received all packages based on quantities listed on the delivery receipt
3. Notate all damages or discrepancies on the proof of delivery prior to driver leaving location

NOTE: It is the customer's responsibility to verify the delivery is for the correct product, count the number of pieces being delivered and inspect for damages PRIOR to signing the proof of delivery provided by the driver. All discrepancies or visible damages MUST be notated on the delivery receipt. All delivery discrepancies including damages must be called into our Customer Service Department listed on the delivery receipt within 72 hours of delivery. We DO NOT guarantee replacement parts or product FREE of charge due to concealed or unreported damages.

COATING OPTIONS

Pro Playgrounds is the only company in our industry that offers the two industry standard coating for outdoor furniture and Pro Playgrounds. Plastisol, the traditional coating, is a liquid PVC. Product is dipped in plastisol and baked, creating a hardened surface. Polyethylene, a powder, is placed in a fluidized vat where the product is dipped and then baked. You may choose a plastisol or polyethylene coating for your Pro Playgrounds product.

All frames are coated with a highly durable polyester powder coat. Textured polyethylene is available for all products at additional cost. See below for a list of products that are only available in textured polyethylene.

- Solid top tables
- Plasti-Plank products
- Custom letter products
- Trash receptacles
- 1-piece benches
- Bike loops



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PLASTISOL

Pro Playgrounds is the only company that puts a 90% gloss shine on our plastisol products. Not only does our gloss enhance the overall look of our product, it also helps with UV protection. In addition to our 90% gloss shine, our plastisol products have a smooth surface. While our competitors' products have a porous surface that is susceptible to stains and dirt build-up, Webcoat's plastisol is completely smooth which acts as a stain repellent and helps prevent dirt build-up.

TEXTURED POLYETHYLENE

Traditionally, Polyethylene is very easily scratched and marred. Unfortunately, it is difficult to fix a scratched or marred surface on polyethylene. By using a textured surface, Pro Playgrounds has eliminated this problem! Our textured polyethylene coating helps hide the scratches and mars, while keeping the product looking better longer. Unlike Plastisol, polyethylene leaves no drips on the product.