

## Guarantee of quality

ForPark undertakes to repair or replace all items that prove to be defective in the manufacturing process for the duration of the following guarantee periods. Due allowance shall be made for wear and tear on a pro-rata basis.

- 25-year guarantee on all aluminium and stainless-steel components
- 10-year guarantee on all plastic components.
- 10-year guarantee on all moving parts.

The above-stated guarantees do not cover: cosmetic defects such as scratches, dents, or fading; damage due to fire, water, vermin, or insect infestation, vandalism, corrosion, improper shipment, incorrect installation, misuse, exposure to extreme weather or environmental conditions, or lack of maintenance; theft or circumstances beyond ForPark's control (ie acts of God).

In highly corrosive environments it is strongly recommended that all equipment is regularly washed with clean water to prevent any build-up of rust-causing minerals. This is particularly important where the equipment is positioned under a permanent shade structure and cannot be naturally washed by rain.

A part is covered only for the original warranty period. Once the original warranty period on a part has expired, the warranty on any replaced or repaired part also expires.

Any alterations, modifications, or additions made to the equipment by an unauthorised person or not following the manufacturer's instructions will void this warranty.

All claims must be made on an official ForPark Claim Form (which can be obtained by contacting any of ForPark's offices), and accompanied by proof of purchase.

ForPark will:

- Pay transport costs for the return of the defective products to ForPark, but only if returned by the purchaser in strict accordance with the written instructions of ForPark and its request.
- Pay the costs for the transport of the repaired or replaced products to the purchaser. ForPark will not pay the costs of labour for the removal or installation of the alleged defective product.