



-00- MANUFACTURER'S WARRANTY

Products Covered: This warranty applies exclusively to products supplied by Dynamo Playgrounds under the Conludo brand, including product numbers beginning with CPZ-, CMZ-, CPM-, CSG- and CPS-, except for product numbers beginning with CPS-01-.

Warranty Coverage

Dynamo Playgrounds warrants these products during normal use for a period of two (2) years from the date the product is received by the Buyer, subject to the conditions and exclusions below.

During the warranty period, these products are warranted to:

- Remain durable and serviceable under normal use, excluding normal wear and tear; and
- Remain safe and usable when properly installed, used and maintained.

Some colour fading caused by UV exposure is normal and is not considered a defect.

Conditions of Warranty

This warranty applies only where the product has been:

- Handled and installed in accordance with the applicable installation and mounting instructions;
- Used for its intended purpose;
- Inspected and maintained in accordance with the applicable maintenance instructions and reasonable maintenance practices; and
- Used under normal operating and environmental conditions.

Exclusions

This warranty does not cover defects or damage caused or made worse by:

- Improper handling, mounting, installation, use or maintenance;
- Damage occurring during transportation;
- Normal wear and tear;
- Vandalism or improper use, including use of the product with roller skates, high heels or similar items where such use may damage the product;
- Chemicals spilled on or applied to the product, except approved binders used during normal installation or cleaning products specifically permitted by the applicable product instructions; or
- Extreme or exceptional environmental conditions.

This warranty does not cover cosmetic changes resulting from normal use or weather exposure where those changes do not affect the safety or usability of the product.

Warranty Remedy and Claims

These warranties cover either replacement or repair, and Dynamo Playgrounds reserves the right, when replacing products or parts, to make approved substitutions in design or specifications at its sole discretion.

To make a claim under the terms of this warranty, the Buyer must submit a written statement of claim promptly following discovery of the defect and within the applicable warranty period. The claim must



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include a copy of the original invoice, full maintenance records, and adequate supporting photographs or images.

Warranty claims should be submitted to: service@dynamoplaygrounds.com

Costs associated with supplying a warranted replacement will be handled in accordance with the terms of this warranty. The Buyer is responsible for making the defective product available for return to Dynamo Playgrounds or the manufacturer when requested.

Removal of the defective product, site preparation, reinstallation and other on-site labour are not included unless specifically agreed to in writing by Dynamo Playgrounds.