



-05- MANUFACTURER'S WARRANTY

Three-Year Warranty Protection

Our industry-leading three-year warranty ensures your climbing wall is built to last and gives you peace of mind. It covers the following:

- **Manufacturing Defects:** In the rare event that any issue occurs during production, we will promptly correct it to ensure your wall meets our high-quality standards.
- **Surface Cracking:** If the textured climbing surface develops cracks that could lead to delamination or breakage, we will repair or replace the affected area.
- **Excessive Wear:** Should the wall texture wear down to the point where the underlying epoxy or wood is exposed, we will address the problem to restore both safety and performance.
- **Steel Structure:** The steel framework that supports your climbing wall is also covered for three years. Any structural issues affecting stability or safety will be resolved by our team.

However, this warranty does not cover damage caused by environmental or external conditions beyond our control, including but not limited to water exposure, weather-related deterioration, moisture intrusion, or outdoor environmental factors. Because third-party freight carriers are used for delivery, damage occurring during shipping or transport is not covered under this warranty. Any shipping-related damage must be reported to and resolved with the freight carrier.

Please note that normal wear and tear from regular climbing activity is not included under this warranty. Our team is always available to answer questions or provide support, ensuring your wall continues to deliver a safe and enjoyable climbing experience for years to come.