

WARRANTY CARD

Place and date: Lublin, //2025

Applies to Invoice No.: [_____]

This warranty applies to products and components manufactured by **SIMBA Group Sp. z o.o.**

§1 - Warranty Periods

SIMBA Group guarantees the highest quality and proper functioning of its products under the following terms:

- **Playground equipment:** 48 months warranty, excluding:
 - Bearings in carousels and swing slings.
- **Outdoor gyms, climbing frames, street furniture, street workout equipment:** 36 months warranty.
- **Trampolines, tables, concrete baskets, hypertrophic mats, sandbox tarpaulins:** 24 months warranty.

Additionally:

- **30 years** – for structural damage to steel/stainless steel components (excluding dynamic devices).
- **15 years** – for structural damage to dynamic galvanized/stainless steel components.
- **10 years** – for defects in HDPE, HPL, stainless steel, hot-dip galvanized steel, pine and spruce wood.
- **5 years** – for defects in powder-coated steel, aluminium, laminates, ropes, roto-moulded parts, polyamide and polypropylene components.
- **3 years** – for defects in rubber parts, electronics, plywood, and other unspecified components.

Note: Warranty periods are halved if the device is installed within 200 m of salt/chlorinated water, in tropical climates, or in extreme industrial conditions.

§2 - Warranty Scope

The warranty covers material and manufacturing defects affecting the product's intended functionality. It does **not** cover:

- Mechanical/thermal damage, stains, or dirt from normal use.
- Natural cracking of wood not affecting structural safety (EN 1176 compliant).
- Wear from normal use (e.g., chain link abrasion).
- Transport damages attributed to the carrier.

§3 - Transport and Delivery Conditions

- The Manufacturer secures devices for shipment but is not liable for damages during transport/unloading.
- The Buyer must:
 - Inspect packages upon delivery and note damages on the consignment note.
 - Report hidden transport damages within 7 days.
 - Send back the "Delivery Confirmation" form for warranty validity.

§4 - Installation and Assembly

- Only personnel authorized and trained by SIMBA may assemble/disassemble devices.
- Improper assembly voids the warranty.

§5 - Buyer's Obligations

- Proper foundation, installation, and documented maintenance according to Manufacturer guidelines are mandatory.
- Maintenance and inspection records must be available upon request.
- Proper use according to the User's and Maintenance Manuals is required.

§6 - Warranty Repairs

- The Manufacturer will deliver replacement parts/products free of charge.
- Trained Buyer's staff must handle replacements.
- In case of major defects, the Manufacturer may replace the product or refund the Buyer.

§7 - Reporting Defects

Defects must be reported to **Serwis@simba.pl** and include:

- Contact details.
- Product location.
- Detailed defect description and photo documentation.
- Completed inspection log.

If safety issues arise, the device must be immediately withdrawn from use.

§8 - Natural Material Behavior

- Natural aging, slight fading, and minor scratches are not covered.

- Wooden parts require annual specialized impregnation.
- Paint coatings should be inspected twice a year and repaired if necessary.

§9 - Warranty Exclusions

The warranty does **not** cover damage from:

- Vandalism, misuse, extreme weather, or fire.
- Lack of maintenance or improper maintenance.
- Improper transport, unloading, storage.
- Unauthorized repairs or modifications.
- Premature use before foundation setting.
- Natural wood behavior (resin leaks, cracks, knots).

§10 - Final Provisions

- By purchasing SIMBA products, the Buyer accepts these warranty terms.
- Any disputes will be settled under Polish law, at a location designated by the Manufacturer.
- Matters not covered are governed by the Polish Civil Code.

Attachments:

- Playground Inspection Book
- Playground Administrator's User Manual
- Maintenance Manual

On behalf of the Buyer: _____

On behalf of the Manufacturer:

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