



AUSTRALIAN
**SURFACING
SUPPLIES** PTY LTD

PlayKote



Warranty

Portable Sports Flooring

Australian Surfacing Supplies warrants the items covered in this document in their original form to be free from defects in workmanship and material for a period of ten (10) years from the date of original purchase.

Abnormal use and/or abuse will nullify the warranty on any particular item. Abnormal deterioration and/or failure under normal use of items covered during the warranty period due to defects in workmanship or material shall be replaced with like (or, if unavailable, similar) components at no charge or at a prorated price as outlined below. Gradual loss of colour could occur and is not covered by this guarantee.

This warranty is void if the components have been damaged by accident, unreasonable use, neglect, improper installation, alteration, or any other cause not arising out of defects in material or workmanship of the components.

When tiles are replaced through warranty or otherwise, the appearance of the replacement tiles will vary from those already aged and weathered and is to be expected. Australian Surfacing Supplies will not warranty against damage to the locking system on the tiles if disassembled improperly (pulling, tearing, bending, etc). Please use a putty knife to carefully unlock the modules.

Authorization and verification of signed warranty agreement must be obtained from Australian Surfacing Supplies, before any merchandise can be replaced. Disassembly, return of component(s) and reinstallation is the responsibility of the buyer. Return to buyer will be at expense of Australian Surfacing Supplies.

Australian Surfacing Supplies does not warranty the capability of any installer.

Warranty Claim Procedure:

1. Call Australian Surfacing Supplies on 1300 752 956 for verification of your warranty and instructions.
2. You will likely be requested to send a sample of one full tile and/or a photograph of the entire surface which is believed to be defective. You may be requested to send one tile of each color.
3. The claim will be promptly resolved either by replacement of defective product or a written explanation for the denial of the claim.
4. Australian Surfacing Supplies may request that all or part of the defective items be returned to our warehouse. Disassembly, transport costs of the tiles and components (freight), and reassembly are the responsibility of the customer.

PHONE **1300 752 956**

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