

## Warranty Terms and Conditions

These warranty terms cover all the products and components manufactured by Lappset as specified below.

The warranty starts on the day the product is dispatched from the Lappset factory. The warranty is valid only on the condition that the foundation, installation, and maintenance work have been carried out and documented according to Lappset instructions. **A logbook of the handover inspection and documents for maintenance work carried out must be presented.**

### Inspection, acceptance of products

1. Claims in connection to shortages or errors in shipments, or obvious defects in Products, must be reported in writing to Lappset within fourteen (14) business days of detecting such a fault. If the Customer fails to timely report such shortages or errors, Lappset will have no obligation to correct such shipments, unless Customer bears all the expenses thereof.
2. Notwithstanding the above, Lappset will have no obligation to replace or repair any Products if the Products have been treated or stored improperly by the Customer, if the Products have already been installed or if the Customer has not fully met its obligations under these Terms.
3. The remedy for allegedly defective products, shall, at the election of Lappset, be (i) to award Customer reasonable damages, or (ii) in consultation with Customer, to agree upon an adequate solution to repair such faults and defects. In such cases, Customer shall not be able to claim additional damages.

### Transport damage and product inspection

In the event of damage or loss during transport, the Incoterms 2020 delivery terms shall apply in EU and export trade. Finnterms terms shall apply for the delivery of goods in Finland. **The recipient is responsible for checking the delivery against the packing list or dispatch note prior to accepting the delivery.** If there is any external damage to packaging, this should be noted in the bill of lading. If there is any damage in the product sustained during transport that could not be detected on receipt, the forwarder's representative must be asked to inspect the goods within **seven (7) days of the receipt of the goods. The warranty expires if the time mentioned is not followed.**

### Warranty coverage

The warranty covers free delivery of components covered by the warranty to Lappset retailer's storage that is relevant to the case or nearest to the customer. Defective parts must be replaced with Lappset components. If requested, any damaged components must be returned to Lappset at the sender's expense. (or to be agreed on a case-by-case basis)

The warranty of any replaced product or part thereof shall remain valid until the end of the warranty period of the original product or part.

**Products and their components manufactured by a third-party supplier, and electronic products and their components are not covered by Lappset warranty terms, but these warranty terms are provided separately.**

| <b>Warranty times</b>                |  |
|--------------------------------------|--|
| <b>20 years*</b><br>Limited Warranty | structural strength of: <ul style="list-style-type: none"> <li>• steel and components</li> <li>• elements made of high-pressure laminate (HPL).</li> <li>• Linseed oil treated parts.</li> </ul>   |
| <b>15 years*</b><br>Limited Warranty | <ul style="list-style-type: none"> <li>• preserved wooden parts with no ground contact</li> <li>• preserved wooden parts with ground contact (in Europe)</li> <li>• aluminum components.</li> <li>• fibre-reinforced plastic components</li> </ul>   |
| <b>10 years*</b><br>Limited Warranty | <ul style="list-style-type: none"> <li>• concrete parts</li> <li>• surface finish of steel and aluminum components</li> <li>• hot-dip galvanized surface treatment</li> <li>• climbing grips</li> <li>• Interactive products non-electronic parts like steel, aluminum and plastic construction parts.</li> </ul>  |
| <b>5 years*</b><br>Limited Warranty  | <ul style="list-style-type: none"> <li>• preserved wooden parts with ground contact (outside Europe)</li> <li>• wooden parts without pressure impregnation (Play ja Sport)</li> <li>• plastic and fiberglass parts</li> <li>• steel reinforced nets and ropes</li> <li>• springs and spring parts</li> </ul>   |
| <b>3 years*</b><br>Limited Warranty  | <ul style="list-style-type: none"> <li>• rubber and rubber-coated parts, polyurethane parts</li> <li>• moving parts, malfunctions</li> <li>• wooden bodies of spring mobiles</li> <li>• steel cables, chains</li> <li>• surface finish of other than steel and aluminum components</li> <li>• painted or surfaced plywood boards</li> <li>• wooden parts without pressure impregnation (Park)</li> </ul> |
| <b>2 years *</b><br>Limited Warranty | <ul style="list-style-type: none"> <li>• Interactive products</li> <li>• Softex, durability of the material in Europe.</li> </ul>  |
| <b>1 year *</b><br>Limited Warranty  | <ul style="list-style-type: none"> <li>• ropes without steel reinforcement</li> <li>• textile elements and stickers</li> <li>• plaster-coated parts</li> <li>• other electronic components</li> </ul>  |

\*Limited warranty excludes:

- Defects or damage caused by improper storage, installation errors, vandalism, or natural disasters (storms, floods, fires, earthquakes, or the like)
- Normal use wear, and tear -or damage of the products caused by improper use of the products.
- Surface corrosion of metal parts
- Corrosion caused by scratches, dents, wearing, salt, chlorine, or the like.
- Natural behavior of wood like cracks, bends, or tears.
- Fading of colors or other cosmetic faults, defects or normal wearing of surface.
- Defects resulting from negligence of installation and not following the maintenance instructions, or defects resulting from inappropriate maintenance.
- Any modifications, repairs or transfer of the location made in the product or parts thereof by other parties than Lappset Group, (with the exception of products that are specifically designed to be transportable and have been transported/moved in accordance with Lappset's instructions).
- Improper unloading of the Product
- Manufacturer shall deliver the repaired or replacement part or parts to the site free of charge but will not be responsible for providing labor or the cost of labor for the removal of the defective part or parts, the installation of any replacement part or parts or for disposal costs of any part or parts. Replacement parts will be warranted for the balance of the original warranty.

### **Proximity to the seashore**

Products installed in direct contact with chlorinated water or saltwater, or products installed within 500m from the shore are not covered by the Lappset warranty for any defects caused by corrosion.

The warranty for the structural strength on metal components of steel and aluminum installed in structures within 500 km from the seashore is half of the standard warranty time.

This also applies to products designed to be transportable, regardless of how long they are placed near the seashore.

Lappset Group's responsibility for faulty products or parts thereof is limited to what is stated in these terms of warranty. Lappset Group shall not be responsible for any indirect costs, losses, or damages.

This warranty applies to all orders delivered after 15.1.2024.

In warranty issues, please get in touch with your contact person.