

To whom it may concern

January, 2020

PRODUCT GUARANTEE FOR PLAYGROUND ROPES FROM RANDERS REB INTERNATIONAL

1. **5 years in general // 1 year for sport products**
Against failure due to material or manufacturing defects in ropes.
2. **Warranty coverage of damaged parts.**
The warranty is limited to RANDERS REB products. Damaged parts are under warranty, replaced by RANDERS REB and will be delivered at customer's site without charge.
3. **Proper installation and maintenance**
The warranty does not cover if the products have been installed in an inappropriate way or lack of maintenance, or if fittings connecting the ropes have a negative impact of the lifetime of the ropes.
4. **Wear and tear, misuse or vandalism**
The warranty does not cover normal wear, surface corrosion on metal parts, surface discoloration, or similar cosmetic damage or failure due to misuse or vandalism.
5. **Products installed near water**
Installation in direct contact with chlorine or salt water: Products that are installed so they are in contact with chlorine water or installed as close to shore that they are affected by salt water, are not covered in the event of damage caused by corrosion.

Best regards,
Randers Reb International A/S