

Expectations for a successful assembly!



Please read this carefully. You **MUST** have some tasks complete prior to the arrival of the assembly service team or you may be charged additional fees.

What you can expect when you order our assembly service:

- A call within 48 business hours to review the purchase and schedule an installation time and date.
- Our professional, courteous team will call 30-60 minutes before the scheduled arrival time.
- Our team will assemble your unit in accordance with the manufacturer's instructions.
- We will consolidate all of the packaging materials and debris and place them where you would like us to on your property.
- Our technicians will show you that the unit is assembled properly before they leave your home.
- Maintenance is important! Please make sure that you ask the technicians any questions or concerns about maintenance that you might have while the technician is on site.
- We warrant our assembly services for thirty days.
- We will have to reschedule if the ground is wet, there is a possibility of rain during the assembly time frame, or if the temperature should be below 40 degrees.

*** If your home is more than 35 miles from the store where you bought your set, then we will add a one-way mileage charge to your assembly charge equal to the number of miles greater than 35 times \$1.00.

What you must have completed before the assembly team arrives:

- Level installation area that is level within 1" over a ten foot area and 2" over a twenty foot area.
- Ensure a clearance area around playset of at least 6' in all directions (play set + 6' in all directions)
- Ensure no buried utilities, wires, pipes, etc. will interfere with installation.
- Ensure you are not planning to position the swing set over top of any sprinkler equipment.
- Ensure no overhead obstacles within 6' of the top of the playset (power lines, roofs, trees, etc.).
- Ensure all other debris is removed from the area prior to arrival of our installation crew.
- Adult customer **MUST** be at job site during the entire installation and for the duration of the installation.
- If an adult customer representative is not present upon arrival of the team, a \$100 re-schedule fee will be charged.
- Ensure there is ample space to un-package and assemble the unit.
- Please arrange for pets and children to be in a separate area during the entire installation process.
- Ensure access to an electric power outlet that is working properly within 200' of the assembly area.
- Installation of any play surface products (ie: sand, mulch, etc.) should be done **ONLY** after play set installation is completed.

*** Failure to have all steps completed prior to arrival of installation team **MAY** result in delays and additional fees for the installation. If you have **ANY** concerns, please call us at 888-888-5424 so we can work with you to resolve your concerns.