## **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.