

Terms and Conditions

All special orders require 50% down payment, when your items arrive at our warehouse, we will contact you to pay off the remaining balance to coordinate your delivery or pickup.

*Clients are responsible for all items taken from the warehouse; The Playground Gallery will not be responsible for any damaged merchandise on transportation if happens.

*All sales are final, there will be no cancellation, refunds, or credits. All items are made to order from the date of purchase. It can take approximately 6 to 21 weeks to arrive.

*Price can increase or decrease any time; all sales are final.

*\$50.00 storage fee will apply per day after pickup time exceed 1 week upon arrival to warehouse.

*All paid delivery service will be sent with a professional sub-contractor that will deliver and assemble your playground or outdoor goods with a 10-day assembly issue free warranty. The Playground Gallery doesn't offer assembly on any item sold.

*The Playground Gallery will not take any type of responsibility or liability on assembly by sub-contractors! Any uneven or unlevelled flooring is client's responsibility before its installation.

*All the products sold by The Playground Gallery that require any warranty issues are direct with manufacturers, we can help you contact the manufacturer customer support team for any warranty issue if needed at the necessary item.

*All the playgrounds require certain maintenance depending on the usage and location of the equipment. Wood cracks, wood spreads are normal, it's part of nature.

*Any damage caused by infestation is not covered by the manufacturer's warranty. *

*All promotional and liquidation items don't have any warranty.

* All "trade-in" items will be evaluated and appraised. If considered all credits will be applied to a new sale invoice as a discount for a new purchase for a new equipment.

Quotes are valid for 15 days of date.