



360 Pro

# Cubby House or Play Set



## ASSEMBLY MANUAL

Visit [VulyPlay.com/Installation](https://www.vulyplay.com/installation)  
for video instructions

### **ATTENTION!**

Safety information, installation and use instructions.  
Read prior to installing and using the swings.

See [VulyPlay.com/support](https://www.vulyplay.com/support) for any updates to these instructions.

### **WARNING!**

- Minimum user age – 6 years. Only for domestic and outdoor use.
- Maximum user weight per swing station or cubby house – 80 kg (175 lb) [60 kg (132 lb) on Spin Swing].
- Maximum combined user weight per swing set section – 150 kg (330 lb).
- Adult assembly required. Adult supervision required at all times.
- Ensure that 360 Pro is secured with anchors or bolts before use.

### **Vuly Play**

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AU: 1300 667 514

US: 1-800-467-1421

[www.vulyplay.com](https://www.vulyplay.com)

**You will need a  
large rubber  
mallet for this  
installation.**

Use the rubber mallet  
to connect components  
together.

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Read and follow all instructions in this manual before using your play set, and do not use the Cubby House or any Swings in any way that is not described in this manual.

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Responsibility rests with the owner and supervisors of the play set to make sure that all users are aware of the practices specified in this manual.

# 1.0. Care and maintenance

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At the beginning of each play session:

- Tighten all hardware.
- Check all protective coverings on bolts, pipes, edges, and corners.
  - Replace if they are loose, cracked, or missing.
- Check all moving parts – including swing seats, ropes, cables, and chains for wear, rust, or other deterioration.
  - Replace as needed.
- Check metal parts for rust.
  - If found, sand and repaint using a non lead-based paint meeting the requirements of 16 CFR 1303.
- Reinstall any plastic parts, such as swing seats or any other items, that were removed for the cold season.
- Rake and check depth of loose fill protective surfacing materials to prevent compaction and to maintain appropriate depth.
  - Replace as necessary.

**Twice a month during play session:**

- Tighten all hardware.
- Check all protective coverings on bolts, pipes, edges, and corners.
  - Replace if they are loose, cracked, or missing.
- Rake and check depth of loose fill protective surfacing materials to prevent compaction and to maintain appropriate depth.
  - Replace as necessary.

**Once a month during play session:**

- Check all moving parts including swing seats, ropes, cables, and chains for wear, rust, or other deterioration.
  - Replace as needed.

**At the end of each play session:**

- Remove plastic swing seats and other items as specified by the manufacturer and take indoors or do not use.
- Rake and check depth of loose fill protective surfacing materials to prevent compaction and to maintain appropriate depth.
  - Replace as necessary.

Owners shall be responsible for maintaining the legibility of the warning labels.

Disassemble and dispose of the playground equipment that no unreasonable hazards will exist at the time the playground equipment is discarded.

Save this instruction and information sheet for future reference, in the event that the manufacturer has to be contacted.

## 2.0. Safety Information

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Maximum Cubby House fall height: 1,200 mm (47 inc.)

Maximum Swing fall height: 2,226 mm (88 in.)

United States Consumer Product Safety Commission's (USCPSC) Outdoor Home Playground Safety Handbook. See below:

### 2.1. Select Protective Surfacing

One of the most important things you can do to reduce the likelihood of serious head injuries is to install shock-absorbing protective surfacing under and around your play equipment. The protective surfacing should be applied to a depth that is suitable for the equipment height in accordance with ASTM Specification F1292. There are different types of surfacing to choose from; whichever product you select, follow these guidelines:

**2.1.1.** Maintain a minimum depth of 9 in. (229 mm) of loose-fill materials such as wood mulch/chips, engineered wood fiber (EWF), or shredded/recycled rubber mulch for equipment up to 96 in. (2438 mm) high; and 9 in. (229 mm) of sand or pea gravel for equipment up to 60 in. (1524 mm) high.

**NOTE:** *An initial fill level of 12 in. (305 mm) will compress to about a 9 in. (229 mm) depth of surfacing over time. The surfacing will also compact, displace, and settle, and should be periodically refilled to maintain at least a 9 in. (229 mm) depth.*

**2.1.2.** Use a minimum of 6 in. (152 mm) of protective surfacing for play equipment less than 48 in. (1219 mm) in height. If maintained properly, this should be adequate. (At depths less than 6 in. (152 mm), the protective material is too easily displaced or compacted.)

**NOTE:** *Do not install home playground equipment over concrete, asphalt, or any other hard surface. A fall onto a hard surface can result in serious injury to the equipment user. Grass and dirt are not considered protective surfacing because wear and environmental factors can reduce their shock absorbing effectiveness. Carpeting and thin mats are generally not adequate protective surfacing. Ground level equipment – such as a sandbox, activity wall, playhouse or other equipment that has no elevated play surface – does not need any protective surfacing.*

**2.1.3.** Use containment, such as digging out around the perimeter and/or lining the perimeter with landscape edging. Don't forget to account for water drainage.

**2.1.3.1.** Check and maintain the depth of the loose-fill surfacing material. To maintain the right amount of loose-fill materials, mark the correct level on play equipment support posts. That way you can easily see when to replenish and/or redistribute the surfacing.

**2.1.3.2.** Do not install loose fill surfacing over hard surfaces such as concrete or asphalt.

### 2.2. Poured-In-Place Surfaces or Pre-Manufactured Rubber Tiles

You may be interested in using surfacing other than loose-fill materials, like rubber tiles or poured-in-place surfaces.

**2.2.1.** Installations of these surfaces generally require a professional and are not "do-it-yourself" projects.

**2.2.2.** Review surface specifications before purchasing this type of surfacing. Ask the installer/manufacture for a report showing that the product has been tested to the following safety standard: ASTM F1292 Standard Specification for Impact Attenuation of Surfacing Materials within the Use Zone of Playground Equipment. This report should show the specific height for which the surface is intended to protect against serious head injury. This height should be equal to or greater than the fall height – vertical distance between a designated play surface (elevated surface for standing, sitting, or climbing) and the protective surfacing below – of your play equipment.

**2.2.3.** Check the protective surfacing frequently for wear.

### 2.3. Placement

Proper placement and maintenance of protective surfacing is essential. Be sure to:

**2.3.1.** Extend surfacing at least 72 in. (1829 mm) from the equipment in all directions.

**2.3.2.** For to-and-fro swings, extend protective surfacing in front of and behind the swing to a distance equal to twice the height of the top bar from which the swing is suspended.

**2.3.3.** For 360° swings, extend surfacing in a circle whose radius is equal to the height of the suspending chain or rope, plus 6 ft in all directions.

## 3.0. Operating Instructions

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Observing the following statements and warnings reduces the likelihood of serious or fatal injury:

- Number of occupants: One [1]
- Maximum weight of occupants: 80 kg (175 lb)
- Recommend: Adult supervision for children of all ages.
- **Warning:** Instruct children not to walk close to, in front of, behind, or between moving items.
- **Warning:** Instruct children not to twist swing chains or ropes or loop them over the top support bar. This may reduce the strength of the chain or rope.
- **Warning:** Instruct children to avoid swinging empty seats.
- **Warning:** Teach children to sit in the center of the swings, with their full weight on the seats.
- **Warning:** Instruct children not to use the equipment in a manner other than intended.
- **Warning:** Instruct children not to get off equipment while it is in motion.
- **Warning:** Don't allow children to wear inappropriate items, such as – but not limited to – loose fitting clothing, hood and neck drawstrings, scarves, cord-connected items, capes and ponchos. These items can cause death by strangulation.
- **Warning:** Instruct children not to climb when the equipment is wet.
- **Warning:** Check the openings between rollers and sliding surfaces of roller slides for foreign materials that could be potentially hazardous to users.
- **Warning:** Verify that suspended climbing ropes, chain, or cable are secured at both ends.
- **Warning:** Verify that suspended climbing ropes, chain, or cable cannot be looped back on itself.
- **Warning:** Instruct children not to attach items to the playground equipment that are not specifically designed for use with the equipment, such as – but not limited to – jump ropes, clothesline, pet leashes, cables and chain, as they may cause a strangulation hazard.
- **Warning:** Instruct children to remove their bike or other sports helmet before playing on the playground equipment.
- **Warning:** Dress children with well-fitting and full foot-enclosing footwear. Examples of inappropriate footwear are clogs, flip flops, and sandals.

## 4.0. Pre-assembly

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- Place the equipment on level ground, no less than 1.8 m (6 ft) from any structure or obstruction – such as a fence, garage, house, overhanging branches, laundry lines, or electrical wires.
- Do not install over concrete, asphalt, packed earth, grass, carpet, or any other hard surface. A fall onto a hard surface can result in serious injury or death to the equipment user.
- **Warning:** Lock nuts and recommend tightening bolts securely.
- **Warning:** Tighten nuts on bolts flush to the tube (or member) and caps that go over exposed bolts shall be put on snug to the nut.
- **Warning:** Children must not use the equipment until properly installed.



Stop!

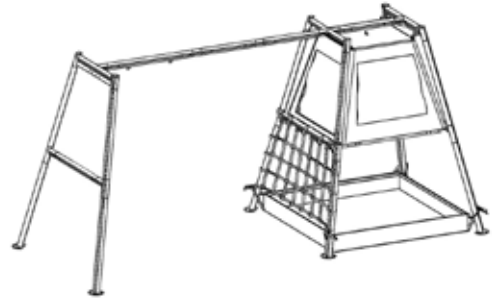
Before reading assembly instructions, go to the section that is relevant for your installation:

**Assemble a 360 Pro Cubby House only...**



5.2. Assembly - Cubby House only

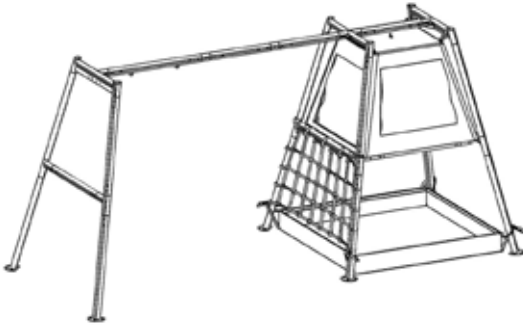
**Attach a Cubby House onto the end of an existing 360 Pro Swing Set...**



5.3. Assembly - Cubby House onto the end of an existing 360 Pro Swing Set

**Assemble a full 360 Pro Play Set...**

*With Cubby House as pictured*



6.0. Installation: 360 Pro Play Set (with Cubby House at the end of the Swing Set frame)

*With Cubby House as pictured*

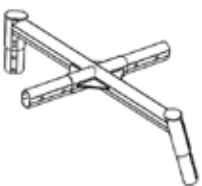


7.0. Installation: 360 Pro Play Set (with Cubby House inside the Swing Set frame)

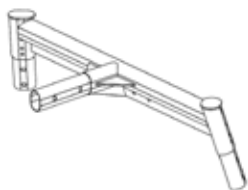
## 5.0. Installation: 360 Pro Cubby House

### 5.1. Parts checklist

**Standalone:**



1x Top Joiner (two-way)



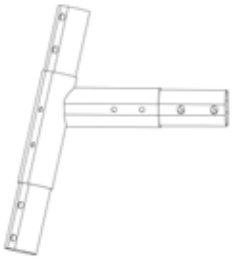
1x Top Joiner (one-way)



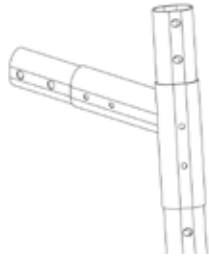
6x Frame Tubes



4x Frame Legs



2x Frame Joiner (left)



2x Frame Joiner (right)



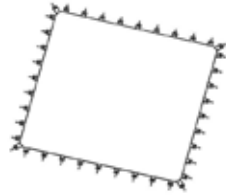
4x Mat Frame Tubes



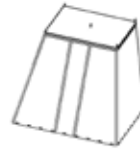
4x May Frame Corners



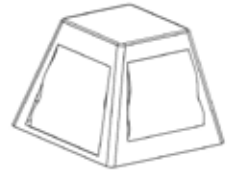
1x Cubby Rail



1x Cubby Mat



1x Cubby Net



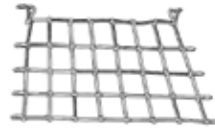
1x Cubby Tent



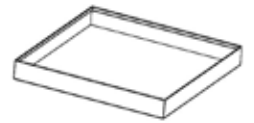
5x Toggles



4x Pads



1x Climbing Rope



1x Sand Pit



40x Frame Bolts



4x Long Bolts  
4x Rubber



4x Short Bolts



12x Anchors



1x End Tube, with Cap



1x Tool Set



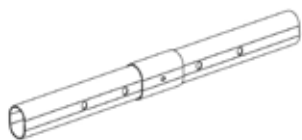
1x Light



**Additional, to attach to the end of an existing 360 Pro Swing Set (to create a Play Set):**



1x Cubby Rail



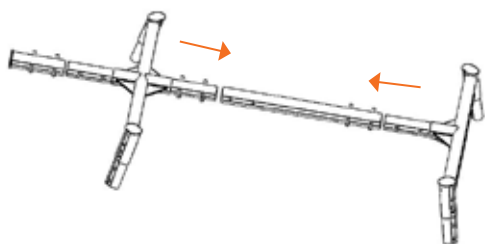
1x Rail Joiner



4x Frame Bolts

## 5.2. Assembly - Cubby House only

### STEP | 1



- A. Connect the one-way Top Joiner into one end of a Cubby Rail, and connect the other end into the two-way Top Joiner.
- B. Insert the End Tube, with Cap into the other end of the two-way Joiner

Ensure that you lock all parts together securely with Frame Bolts and Nuts.

### STEP | 2



Insert four Frame Tubes into the bottoms of both Top Joiners, as though you are 'standing up' the frame.

Ensure that you lock all parts together securely with Frame Bolts and Nuts.

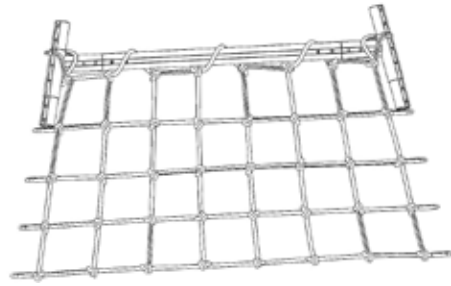
### STEP | 3

Take one left and one right Frame Joiner, and insert them into either side of a Frame Tube.

Ensure that you lock all parts together securely with Frame Bolts and Nuts.



## STEP | 4



- A. Take your Climbing Rope and slip the two loops along the top through both ends of a Frame Tube.
- B. Take the remaining left and right Frame Joiners, and insert both into the ends of the Frame Tube.
- C. Feed the first loop on both sides of the Climbing Rope through the tops of the left and right Frame Joiners.

## STEP | 5

Take your two assembled Frame Tube and Frame Joiner parts from Step 3 and 4, and:

- Insert the one with the Climbing Rope attached into the ends of the Frame Tubes beneath the one-way Top Joiner.
- Insert the one without the Climbing Rope attached into the ends of the Frame Tubes beneath the two-way Top Joiner.

Ensure that you lock all parts together securely with Frame Bolts and Nuts.



## STEP | 6

Lay your Mat Frame Tubes in a square, with clip holes facing upwards, and position Mat Frame Corners at each corner. Connect all the parts together.

Ensure that you lock all parts together securely with Short Bolts and Nuts.



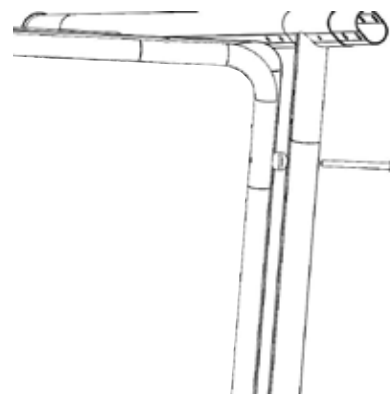
## STEP | 7

- A. Position the connected Mat Frame square between the two assembled sets of Frame Tubes and Side Joiners from Step 5.

**IMPORTANT:** Ensure that the sides without Short Bolts and Nuts attached are aligned with the Frame Tubes on either side.

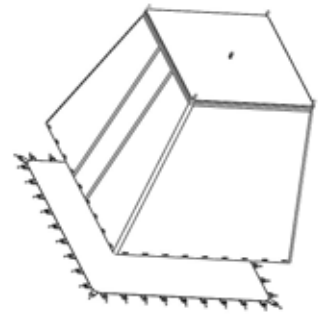
- B. Position Rubber balls between the holes in both the Frame Tubes and Mat Frame Tubes, and insert Long Bolts and Nuts at each point.

Ensure that the parts lock together securely.



## STEP | 8

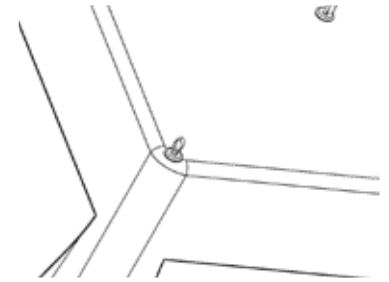
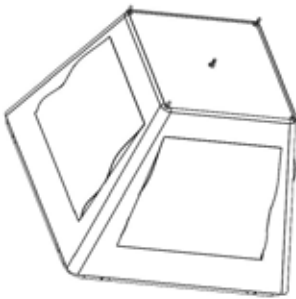
- A. Lay out your Cubby Mat, with the clip hooks facing downwards.
- B. Take your Cubby Net and lay it on top of your Cubby Mat - matching the sides and corners of the Net with those of the Mat.  
**IMPORTANT:** Ensure that the door on the Cubby Net is not positioned on one of the sides of the Mat Frame Tube to which you connected Short Bolts and Nuts in Step 6.
- C. Slip the clips on the Cubby Mat through the corresponding holes in the Cubby Net.



## STEP | 9

- A. Take your Cubby Tent and lay it on top of your Cubby Net - matching the sides and corners of the Tent with those of the Net and Mat.

**IMPORTANT:** Ensure that the opening for the door on the Tent is positioned in front of the door on the Net.



- B. Pull the loops on the Cubby Net through the holes at the top of the Cubby Tent.

## STEP | 10

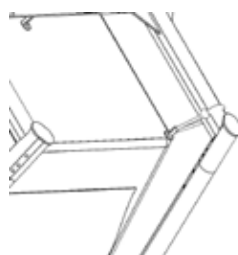
- A. Lift the assembled Cubby Mat, Net and Tent - with a second adult - from Steps 8 and 9, and position it at the Mat Frame square from Step 7.  
**IMPORTANT:** Ensure that the cubby door is facing the one-way Top Joiner (the end of the frame).
- B. Feed the clips on the Cubby Mat through the corresponding holes on the Mat Frame Tubes and Corners, using the tool provided.

## STEP | 11

- A. Insert Toggles into each loop at the top of the Cubby Net.

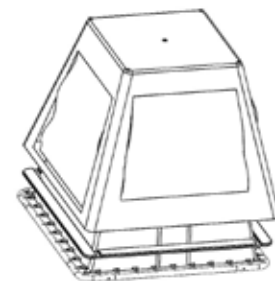


- B. Pull the Toggles around both Top Joiners, and feed them back through themselves to lift and secure the Cubby Net and Tent.



## STEP | 12

- A. Position Pads at each Mat Frame Tube.
- B. Unhook clips that correspond to the loops on the underside of each Pad, feed each hook through those loops, and then re-hook them into their Mat Frame Tubes.
- C. Pull the Tent over the Pads and Mat Frame Tubes.



## STEP | 13

- A. Insert Frame Legs into the bottoms of each Frame Joiner. Slide through the remaining Climbing Rope loops, as required.

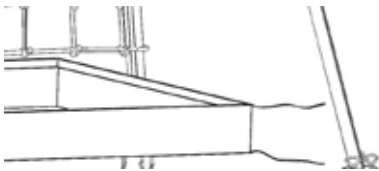


Ensure that you lock all parts together securely with Frame Bolts and Nuts.

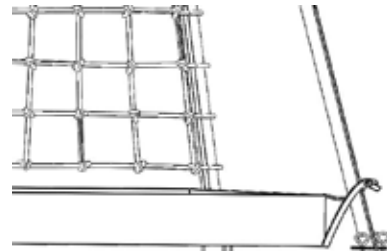
- B. Twist the Anchors through the holes in each Frame Leg foot to secure the Cubby House to the ground.



## STEP | 14



- A. Unfold your Sand Pit, and lay it underneath your assembled Cubby House. Fill it with the desired amount of sand.



- B. Loop the Fastening Straps on the Sand Pit around each Frame Leg, and clip them together.

## STEP | 15

Attach the Light to the inside of your Cubby House.



# CONGRATULATIONS!

You have assembled your Vuly 360 Pro  
Cubby House!

### 5.3. Assembly - Cubby House onto the end of an **existing 360 Pro Swing Set**

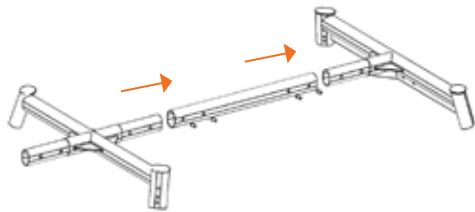
#### STEP | 1

- A. Remove the one-way Top Joiner and associated frame-end from the end of your 360 Pro Swing Set to which you want to attach your Cubby House.
- B. Disassemble and store these parts in a cool, dry place.



#### STEP | 2

- A. Connect the one-way Top Joiner into one end of one of the Cubby Rails, and connect the other end into the two-way Top Joiner.
- B. Insert the second Cubby Rail into the other end of the two-way Joiner, and the Rail Joiner into the end of that Cubby Rail.



Ensure that you lock all parts together securely with Frame Bolts and Nuts.

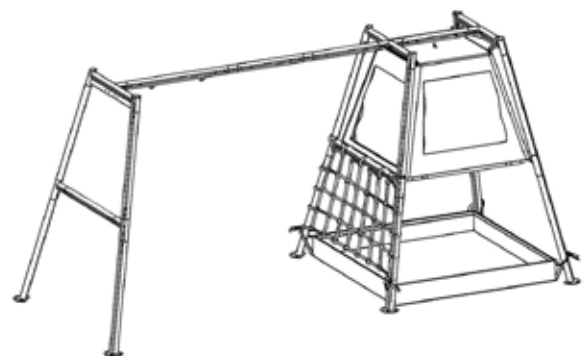
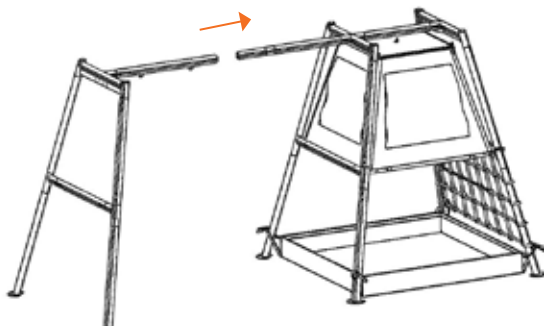
#### STEP | 3

Assemble the Cubby House, following 5.2. Assembly - Cubby House only, from Step 3.

#### STEP | 4

Slide the Rail Joiner at the end of your assembled Cubby House into the end of the Swing (or Spin) Rail on your existing 360 Pro Swing Set.

Ensure that you lock all parts together securely with Frame Bolts and Nuts.



# CONGRATULATIONS!

You have attached your Cubby House onto the end of your Swing Set, and created a Vuly 360 Pro Play Set!

## 6.0. Installation: 360 Pro Play Set

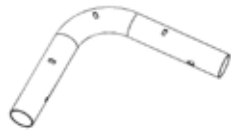
WITH CUBBY HOUSE AT THE END OF THE SWING SET FRAME

### 6.1. Parts checklist - Play Set (Cubby end)

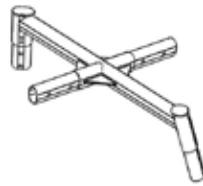
**In your 360 Pro Cubby House boxes:**



4x Mat Frame Tubes



4x Mat Frame Corners



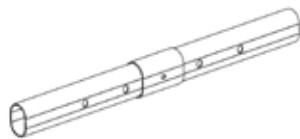
1x Top Joiner (two-way)



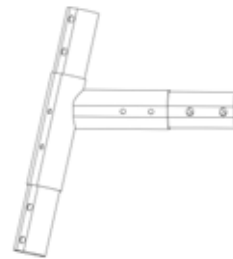
2x Frame Legs



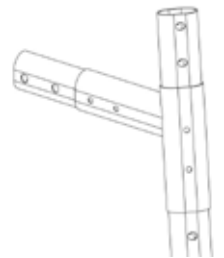
3x Frame Tubes



1x Rail Joiner



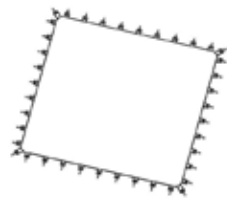
1x Frame Joiner (left)



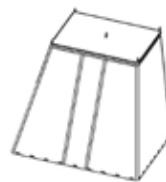
1x Frame Joiner (right)



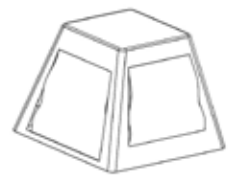
2x Cubby Rail



1x Cubby Mat



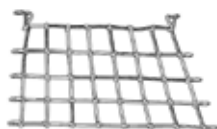
1x Cubby Net



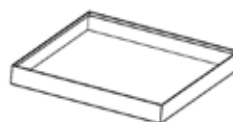
1x Cubby Tent



5x Toggles



1x Climbing Rope



1x Sand Pit



4x Pads



4x Long Bolts  
4x Rubber



4x Short Bolts



6x Anchors



24x Frame Bolts

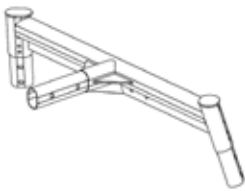


1x Tool Set



1x Light

**Take from your 360 Pro Swing Set boxes:**



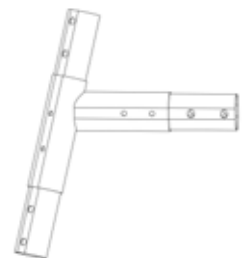
1x Top Joiner (one-way)



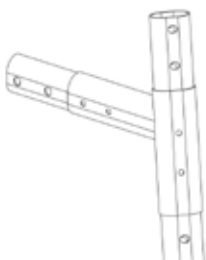
2x Frame Legs



3x Frame Tubes



1x Frame Joiner (left)



1x Frame Joiner (right)



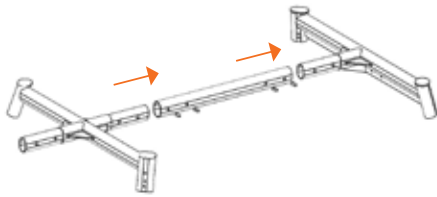
6x Anchors



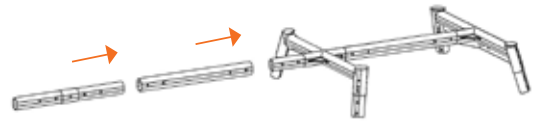
16x Frame Bolts

## 6.2. Assembly – Play Set (Cubby end)

### STEP | 1



- A. Connect the one-way Top Joiner into one end of one of the Cubby Rails, and connect the other end into the two-way Top Joiner.



- B. Insert the second Cubby Rail into the other end of the two-way Joiner, and the Rail Joiner into the end of that Cubby Rai

Ensure that you lock all parts together securely with Frame Bolts and Nuts.

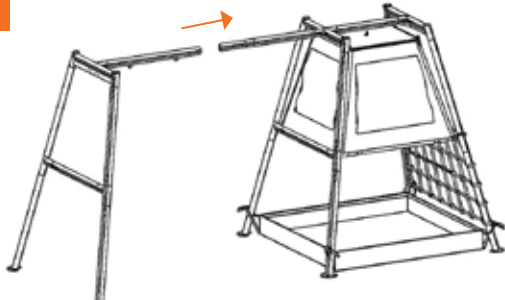
### STEP | 2

Assemble the Cubby House component of your Play Set, following 5.2. *Assembly – Cubby House only*, from Step 3.

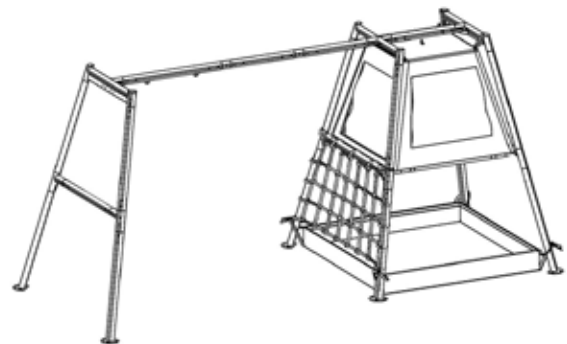
### STEP | 3

Assemble the Swing Set component of your Play Set, following the instructions packaged with the Swing Set, but **leave one side of the frame unassembled**.

### STEP | 4



Slide the Rail Joiner at the end of your assembled Cubby House into the end of the Swing (or Spin) Rail on the your partly-assembled Swing Set.



Ensure that you lock all parts together securely with Frame Bolts and Nuts.

# CONGRATULATIONS!

You have assembled your Vuly 360 Pro Play Set!

See your Swing instructions to attach your chosen Swings.



## 7.0. Installation: 360 Pro Play Set

### WITH CUBBY HOUSE INSIDE THE SWING SET FRAME

#### 7.1. Parts checklist – Play Set (Cubby inside)

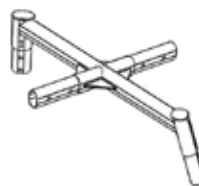
##### From your 360 Pro Cubby House boxes:



4x Mat Frame Tubes



4x Mat Frame Corners



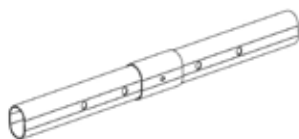
1x Top Joiner (two-way)



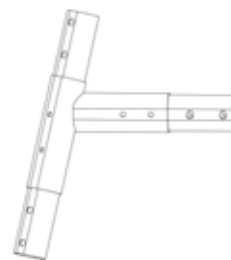
2x Frame Legs



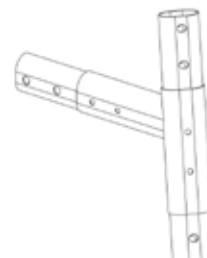
3x Frame Tubes



1x Rail Joiner



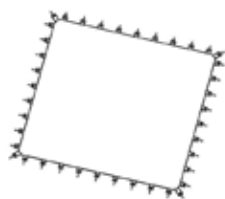
1x Frame Joiner (left)



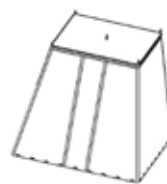
1x Frame Joiner (right)



2x Cubby Rail



1x Cubby Mat



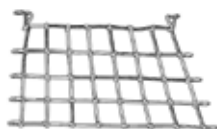
1x Cubby Net



1x Cubby Tent



5x Toggles



1x Climbing Rope



1x Sand Pit



4x Pads



4x Long Bolts  
4x Rubber



4x Short Bolts



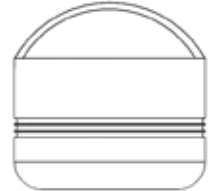
6x Anchors



24x Frame Bolts



1x Tool Set



1x Light

## 7.2. Assembly – Play Set (Cubby inside)

### STEP | 1

- A. Insert two-way Top Joiners into both ends of a Cubby Rail, and then insert Cubby Rails into both ends of those two-way Top Joiners.
- B. Insert Rail Joiners into of both end Cubby Rails.

Ensure that you lock all parts together securely with Frame Bolts and Nuts.



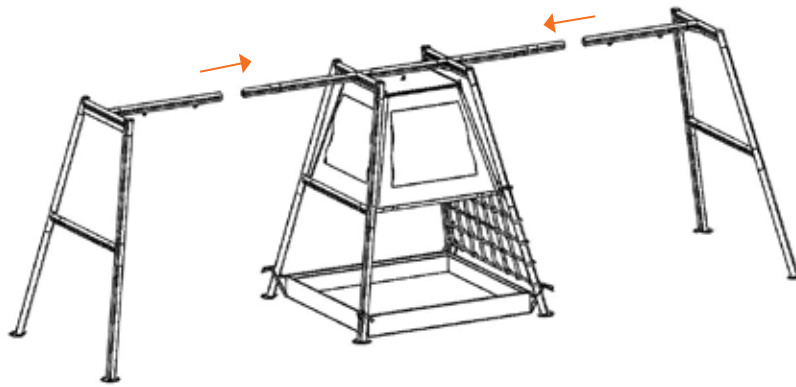
### STEP | 2

Assemble the Cubby House component of your Play Set, following [5.2. Assembly – Cubby House only, from Step 3](#) – ignoring any notes about positioning in relation to the one-way Top Joiner.

### STEP | 3

Assemble the Swing Set component of your Play Set, following the instructions packaged with the Swing Set, but **remove a Rail Joiner on the Swing Set at the point where you want to install your Cubby House.**

**STEP | 4**



Slide the Rail Joiners at the ends of your assembled Cubby House into the ends of the Swing (or Spin) Rails, on the both halves of your partly-assembled Swing Set.

Ensure that you lock all parts together securely with Frame Bolts and Nuts.



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# CONGRATULATIONS!

You have assembled your Vuly 360 Pro Play Set!

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See your Swing instructions to attach your chosen Swings.

## 8.0. Product registration

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To access the Half-Price Parts for Life programme or to lodge a Warranty Claim, customers must ensure that their Vuly product is registered with Vuly.

Customers who purchase directly from Vuly (through **VulyPlay.com**, at the Vuly Showroom or over the phone) automatically have their product registered.

Customers who purchase through an Authorised Reseller must register their product by visiting [VulyPlay.com/Support](http://VulyPlay.com/Support) and completing the form with a proof of purchase.

## 9.0. Half-price replacement parts

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Vuly offers half-price replacement parts to all customers for the lifetime of their play set purchase through the Half-Price Parts for Life programme.

This programme is subject to change at any time, and it is only available to customers who have purchased either through an Authorised Reseller or directly through Vuly.

Half-Price Parts for Life is only available to customers who wish to replace parts that are core components of their play set.

For the play sets, these parts include:

- Top Joiners
- Frame Tubes
- End Tubes
- Frame Legs

- Frame Joiners
- Swing Rails
- Spin Rails
- Cubby Rails
- Mat Frame Tubes
- May Frame Corners
- Cubby Mats
- Cubby Nets
- Cubby Tents
- Pads
- Climbing Ropes
- Sand Pits

The programme does not extend to individual Swings, Shade Covers or accessories.

## 10.0. Warranty

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All Vuly products are sold with a manufacturing warranty, which assures that the item is free of defects in workmanship and materials ("warranty").

### 10.1. Warranty periods

Warranty periods do not reset for any reason, unless the customer purchases a new product. In this case, that particular item will be covered by its own warranty period. It does not affect – nor will it increase – warranty periods for other purchased items.

Warranty periods always commence from the date of item delivery.

**This warranty is for use under normal conditions, and it applies for:**

#### PLAY SETS

- 120 months [10 years] to the metal frame components.
- 36 months [3 years] to metal Swing components (e.g. Spin Swing).
- 12 months [1 year] to textile and other Swing / Cubby House components (e.g. Yoga Swing, Cubby Net, Cubby Mat, Climbing Rope).

## ACCESSORIES

- 12 months [1 year] to purchased accessories not received during a promotional period.
- 3 months to any items received at no cost as part of a promotion – e.g. 'Free Shade Cover'.

The customer may extend the standard 12-month [1 year] warranty to 36 months [3 years], if they purchase an extended warranty within 7 days of their delivery date.

### 10.2. Inclusions

This warranty covers **manufacturing faults** and **defects only**.

If a product is damaged or rendered unsafe as a result of a departure from its design specifications during production, this constitutes a manufacturing fault or defect.

This may occur if – for example – use of incorrect textiles during manufacturing causes a Swing Cloth to disintegrate, or if improper welding produces an unstable Frame.

### 10.3. Exclusions

#### 10.3.1. Damage through wear and tear

This warranty does not extend to normal wear and tear of the product. This may include, but is not limited to:

Rusting or scratching of steel components,  
UV deterioration of textile components.

As outdoor products that are actively used, play sets and their accessories will experience wear and tear over time.

#### 10.3.2. Damage through weather conditions

Damage to the product that results from weather events – such as rain or wind – are not covered under the warranty. Vuly suggests that you contact your home and contents insurer if your play set is damaged by such events.

#### 10.3.3. Damage through improper installation

This warranty does not extend to any failure of the product caused by installation not in accordance with the Vuly Manual. Customers must assemble their Vuly product by following carefully the Installation section of their Vuly Manual.

Furthermore, the warranty does not cover installation provided by a third-party assembly service. It is the customer's responsibility to check all boxes and confirm that all components are included in the correct condition before installing.

#### 10.3.4. Damage through insufficient care or maintenance

This warranty does not extend to accelerated decay of the product caused by poor care or maintenance. It is essential that customers regularly check, and follow the advice of, the Care and Maintenance section of their Vuly Manual to ensure that their product lasts as long as possible.

#### 10.3.5. Damage through inappropriate use

This warranty will be void if the product is used for any other activity besides those for which it was intended, or used in any way that is unadvised in this Manual. Vuly products constitute recreational outdoor products and accessories for such products. They are not intended for professional use.

Any evidence that inappropriate actions that have led to product failure will not be covered by the warranty. Similarly, replacement parts or repairs needed to mend such damage will not be covered under the warranty.

#### 10.3.6. Damage through salt water proximity

This warranty (on steel components, specifically) will be reduced by 50% where the Vuly product is assembled within 1.6 km of a salt water environment or where it is subject to ocean spray.

#### 10.3.7. Personal Injury

The warranty does not cover personal injury or losses due to any of the above: wear and tear, weather conditions, inappropriate installation, insufficient care or maintenance or inappropriate use, nor does it cover damage due to negligence or accidents.

## 10.4. Warranty Claims

If a customer believes that a Vuly product is faulty or defective, they must discontinue use and submit a Warranty Claim.

A customer must not attempt to use a product if any part is faulty or defective, as it may be dangerous. Any damage that the user causes as a result of using faulty or defective products will lead to voiding of the warranty.

#### 10.4.1. Making a Warranty Claim

To fulfill a warranty claim, a customer must submit an online Warranty Claim at [VulyPlay.com/Support](http://VulyPlay.com/Support).

Submitting the online Warranty Claim form requires the customer to provide:

- Details of their purchase – including date,
- Batch number,
- Clear photographic evidence of the manufacturing fault or defect.

If the customer does not provide all details that the form requires, their Warranty Claim will not be assessed.

Vuly may take up to 7 days to process Warranty Claims upon a completed submission. It may take a further 7 days for replacement parts to reach the customer.

#### 10.4.2. Successful Warranty Claims

If Vuly accepts a customer's Warranty Claim, Vuly will replace the faulty or defective parts, not offer refunds.

*Successful Warranty Claims lodged within 60 days of the delivery date:*

Vuly will replace the damaged parts free of charge. Vuly will also cover any costs associated with shipping the replacement part.

*Successful Warranty Claims lodged after 60 days of the delivery date:*

Vuly will replace the damaged parts free of charge. The customer must cover any costs associated with shipping the replacement part.

#### 10.4.3. Walk-in Warranty Claims

If a customer wishes to make a Warranty Claim while on the Vuly premises, they must first submit an online Warranty Claim at [VulyPlay.com/Support](https://VulyPlay.com/Support) - providing all required details.

#### 10.4.4. Refunds

In all instances of successful warranty claims, Vuly offers replacements parts only. Vuly provides refunds only at their discretion. Any refunds granted to the customer exclude third-party fees, such as assembly services and credit card surcharges.

#### 10.4.5 Claiming on non-Vuly products

Products sold alongside Vuly that are not Vuly-branded are subject to the warranties provided by the companies that supply them. The customer must contact these external companies to make a warranty claim; Vuly itself will not assess claims made against non-Vuly products.

### 10.5. Australian Consumer Law

Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

## 11.0. Missing parts

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If a customer believes that a Vuly product does not include all necessary parts, they must immediately lodge a Missing Parts Claim at [VulyPlay.com/Support](https://VulyPlay.com/Support).

A customer must not attempt to use a product if any part is incomplete, as it may be dangerous. Any damage that the user causes as a result of using incomplete products will lead to voiding of the warranty.

Vuly products are delivered to Vuly warehouses prepackaged; we are unable to check the boxes prior to delivery to ensure that they contain all the required parts. While the missing part rate during packing is very low, some parts may also fall out in transit due to small, unintentional tears in their boxes.





[vulyplay.com](http://vulyplay.com)