



2008

## COMMERCIAL PLAY STRUCTURE RETURN POLICY

Please read carefully the following terms of sale information for each of the following:

1. Un-Opened Play Structures
2. Opened/Used Structures
3. Cancelled Orders

The customer is responsible for adhering to the terms and conditions of sale including the return policy.

### 1. UN-OPENED PLAY STRUCTURE RETURN Return must be requested within 30 days of the order.

a. If a customer desires to return an “**unopened**” play structure , customer must:

- 1) Call or e-mail **Phunzone™** to obtain a “**RETURN AUTHORIZATION**” number and instructions
- 2) Arrange the product return (UPS or Fed-Ex type service) at customer’s own cost to:

**Phunzone**  
**136 Walker Street**  
**Atlanta GA 30313**  
**404-521-9054**

- 3) Packaging must be clearly marked as per the Return Authorization instructions which are sent to customer.
- 4) Contact **Phunzone™** with the shipper tracking numbers so we can track shipment

b. After the play structure has arrived in “satisfactory” condition, we will inspect it to ensure all components are re-saleable. We will charge a 15% re-stocking fee to cover the cost to check and re-pack in a new box(es). The cost of replacing with any “new” components will be deducted from any refund to the customer

c. **Neither** the initial freight cost, **nor** the return freight cost to **Phunzone™** will be refunded to the customer.

d. If the shipper box(es) was/were damaged on initial arrival at the customer’s address, it is the customer’s responsibility to obtain suitable shipping materials to send the play structure back to **Phunzone™** - customer may submit claim for the damaged “boxes” with Fed-Ex. (See Policy on Damaged Shipper Boxes)

### 2. OPENED/USED ORDER:

There will be **no refund** if the play structure has been opened and/or used (ie taken out of the box and set-up). The customer has the option to “re-sell” the play structure themselves locally through newspapers or other forms of advertising.

### 3. CANCELLED ORDER

a. If a customer wishes to cancel an order without charges, it must be done “before” it has been picked up by freight company

b. If the order has already been processed and is somewhere in transit, the customer shall have the option to “refuse shipment” when it is delivered by the shipper (Fed-Ex). It is the customer’s responsibility to personally refuse the delivery from the driver. We cannot do that for you. You will still be charged for the freight and any re-packing charges as applicable if packaging has been damaged in transit..

c. If the product has been delivered anyway by Fed-Ex without signature, it is the customer’s responsibility to ship the play structure back to **Phunzone™** as per the “return” address above at your own cost.

d. In either case, customer must request **Phunzone™** for a Return Authorization (see above process) in order to receive a refund for the product.

### PHUNZONE

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info@phunzone.com 800-477-6434