

## Gorilla Playsets Professional Installation Overview

This play set includes installation and is only available in select markets. **Select Installation Included:** 'Yes', to include installation in your purchase. Review document with list of Zip Codes where installation is **not** available.

- ) Purchasing the installed option includes delivery and installation by an authorized Gorilla Playsets installer.
- ) The actual installation is typically 2 - 4 weeks from the date of order. **Note that this lead time will vary during peak season and holidays.**
- ) Gorilla Playsets will ship the playset to their closest installation branch. A representative from the branch will contact you within 3 business days of receiving your playset to schedule an installation date.
- ) An authorized installer will deliver and install your playset on the same day. Installation can generally be completed in one day.

**Prior to the installer's arrival, the entire installation area must be cleared, and grade must be level within 3".**

**Please contact your local town office before ordering your swing set to determine if there are any restrictions or if a permit is needed. If a permit is required, it is the homeowners' responsibility to acquire any needed permit(s).**

**Customer is responsible for complying with any Homeowner's association regulations and/or local municipality restrictive covenants.**

**Customer or authorized adult representative must be home during installation.**

### Things to Know Prior to Purchase:

**Q: How do I know if installation is available in my area?**

A: Review document with list of Zip Codes where installation is not available.

**Q: What is included in the price shown?**

A: Delivery and on-site installation of your Playset. This applies to our Playsets with installation included only.

**Q: Where can I get a digital copy of the instruction manual?**

A: Our manuals can be conveniently downloaded online on Wayfair.com. Navigate to the product page and look for a PDF of the installation manual.

**Q: How do I schedule an installation date after purchase?**

A: Our local branch will contact you in about 3 business days to work with you on an installation date.

**Q: Will my installer call prior to arrival to confirm my order?**

A: Yes. your installer will also review your order details and confirm playset placement before beginning to build your playset.

**Q: Do the Playsets come fully assembled?**

A: No. Our Playsets are built on-site.

**Q: What should I do to prepare the site prior to your arrival?**

A: Select a site in your yard that is level and free of rocks, stumps, tall grass, trees, and other protrusions. Site preparation must be complete prior to the installation date. Select a site that has good drainage and does not collect water. Swing sets installed in areas of poor drainage will void product warranty.

\* ASTM Guidelines recommend a 6-foot safety zone around your entire play set.

Add this safety zone to the dimensions shown for the Gorilla Playset model you are purchasing. Also make sure that there are not any overhead protrusions such as tree branches. Refer to the height of the respective playset on our website.

**Q: Is there an extra cost for installing accessories?**

A: Attaching of all accessories that come with the swing set are included with the installation cost.

**Q: Do I need to be home during the playset installation?**

A: We require that you or an adult representative at least 18 years of age be home during the installation. This individual must have the authority to authorize correct placement of the swing set and to make decisions or answer questions that may arise. Moving the swing set after installation will result in additional charges.

**Q: Can you remove our old playset?**

A: We do not offer removal services

## **Installation Terms and Conditions:**

Installation includes ground levelling up to 6 inches ONLY where the set contacts the ground. It does not include total site levelling or other site preparation.

Any additional ground levelling or site preparation needed to install the swing set will result in additional costs payable directly to the installer at the time of installation.

Pictures of your yard may be necessary and/or requested to help ensure that the installer is not surprised by anything out of the ordinary.

The homeowner must provide access to electricity within 150 feet of the installation site or additional charges will apply.

Homeowners are responsible for obtaining any Homeowners Association approval that may be required.

Please be aware that all installation dates are tentative due to unforeseen circumstances that may arise, such as inclement weather.

Homeowner will keep children away from the work area until the installer gives the OK to start playing.

Homeowner will keep all dogs inside or leashed away from the work area until the installer leaves the property.

Homeowner is responsible for any sprinkler system components that will interfere with the installation of the swing set. Installer will not be responsible for damage to sprinkler system components located within the designated work area.

The installer will haul away all packaging materials.

## **POST PURCHASE:**

**Q: What is the recommended maintenance for my new playset?**

A: Like your home, your new playset will require occasional maintenance to insure many years of use and enjoyment. In addition to staining and sealing your playset within 90 days of purchasing, your playset will require additional maintenance as needed.