

Sandbox Cover – Warranty

BackyardCity.com stands behind the quality of our sandbox covers crafted from either 11oz Mesh Vinyl, 15oz Solid Vinyl, Commercial 95 or Poured Rubber fabrics and tailored to your specified sizes using a fastener method typically, but not limited to, with snaps, grommets, weight pockets, chord locks or more. We offer the following limited warranty from the date of order:

PRODUCT WARRANTY AND LIMITATIONS OF LIABILITY

BackyardCity.com warrants that your sandbox covers will arrive free from any defects in materials and workmanship under normal circumstances for 30 days from the time it is delivered. You should immediately open and inspect your items upon receipt. If you receive your order with a fault, defect or damage due to shipping, BackyardCity.com will issue a store credit or replace the damage or defective replacement canopy if you notify us via email to support@backyardcity.com with pictures of the box and the defect and provide an order or invoice number within thirty (30) days from the date of delivery defined by the shipping carrier's date of delivery. After this time, you assume responsibility for the item and any initial flaws and/or shipping damages.

FABRIC WARRANTY

- **11oz or 15oz Solid Vinyl - 3-Year** Limited Warranty of the fabric against UV degradation for a period of three (3) years from the date of order.
- **Commercial 95 340 HDPE - 10-Year** Limited Warranty of the fabric against UV degradation for a period of ten (10) years from the date of order.
- **Poured Rubber - 10-Year** Limited Warranty of the fabric against UV degradation for a period of ten (10) years from the date of order.

Covers loss of strength and deterioration due to ultraviolet rays. Warranty applies only to the fabric component, not the cost for repair/replacement labor or shipping. It does NOT cover color fading, damage from abuse, misuse, negligence, improper installation, or contact with chemicals/chlorine.

WORKMANSHIP WARRANTY

We warrant the workmanship of our covers, including sewing, fabric and any additional components or modifications made to facilitate attachment to the sandbox for one (1) year from the date of order.

THIS WARRANTY IS SUBJECT TO THESE CONDITIONS AND PRODUCT CARE

- If the defect is contributed to or caused by any improper use of the cover or usage of the product for purposes other than that for which it was designed or intended.
- Damages or defects caused by poor designs like, but not limited to, exceeding grommet or snap specifications, installing over sharp edges, excessive wrinkles, loose fabric installation that allows the cover to chafe or rub on other objects.
- The sandbox cover requires periodic maintenance to ensure it stay connected to the sandbox.
- Your sandbox cover may become dirty over time. Care should be taken to avoid Chemicals that may contain Bleach, or other agricultural Chemicals containing Sulphur and or Halogens

(chlorine, bromine, etc.). These Chemicals may attack the UV stabilizers within the fabric, thus reducing the life of the product and negating the warranty.

- Many chemicals could damage your Swing Set Canopy. Such chemicals may include pesticides, metal oxides and metal salts, all halogens and chemical compounds containing halogens or sulfur in all their oxidation states. Care should be taken to avoid exposure to petrol, oils etc.
- When cleaning the sandbox cover, we recommend the use of a mild dish washing liquid with the use of a low-pressure water hose and a soft scrubbing brush. Do not use high-pressure water to blast the fabric clean.
- The Warranty does not cover damage caused by storms, hailstorm, wind, earthquake, fire, lightning, or any other acts of GOD, mechanical damage done by birds, other animals, installation & handling carelessness and any form of vandalism or misuse.
- The warranty does not cover fading, loss of color, or any other cosmetic issue that doesn't impact the cover's functionality.

How to Make a Warranty Claim

To initiate a warranty claim, please notify us via email to support@backyardcity.com with supporting photos of the overall sandbox cover and close-ups of the damages along with your order number, a description of the issue. We will review your claim promptly and provide instructions for any possible solution.

BackyardCity.com reserves the right to inspect the product before approving a repair, replacement, or refund. Shipping costs for warranty claims may be covered at our discretion.

This warranty is subject to change without notice. Please retain your order confirmation as proof of purchase.

View [Sandbox Covers](#) this warranty may cover:

- [Custom Sandbox Covers – Vinyl](#)
- [Custom Commercial 95 Sandbox Covers](#)
- [Heavy Duty Poured Rubber Sandbox Covers](#)