

ABSOLUTE PADEL COMPREHENSIVE WARRANTY



**WE ARE PROUD TO
OFFER THE BEST WARRANTY
IN THE BUSINESS.**

Absolute Padel ("Company") hereby provides the following warranty ("Warranty") to the original purchaser ("Customer") of the Padel Court ("Product"), subject to the terms and conditions herein.

Warranty Period

- Structure and Frames: Lifetime Warranty against structural failure due to manufacturing defects.
- Steel Coatings: 20-Year warranty against failure due to rust or corrosion.
- Installation: Lifetime warranty against failure due to improper court installation or compromised installation practices.
- Tempered Glass Panels: 20 years against breakage or fading due to manufacturing defects as used under normal use conditions.
- Artificial Grass Surface: 15 years, covering manufacturing defects only that can lead to excessive fading, wear, or degradation under normal use conditions. Excludes normal/expected wear and tear under expected conditions.
- LED Lighting System: 10 years, including lights and electrical components supplied by court installer.
- Net and Posts: 10 years against material and workmanship defects. Excludes normal/expected wear and tear under normal conditions.
- Fencing and Mesh: 20 years against corrosion, peeling, or significant discoloration.
- Padel Court Accessories (benches, scorekeepers, etc.): 5 years against manufacturing defects and deterioration under normal conditions.

Coverage

- Replacement: Full replacement of defective parts within the warranty period. Does not include labor and shipping costs.
- Repair: If repairable, the Company will cover the full cost of parts and labor to restore to similar to original condition.
- Preventative Maintenance Checks: Warranty only valid when used in conjunction with Annual Maintenance Agreement with a Certified Absolute Padel Distributor.

Conditions

The Warranty is only valid if:

- The Product has been installed by a certified Absolute Padel installer.
- The Customer has followed all maintenance and care instructions provided by the Company.
- The Product has not been modified, altered, or subjected to misuse, neglect, or accident beyond normal wear and tear.
- Client has an active Annual Maintenance Agreement with a Certified Absolute Padel Distributor

Exclusions

This warranty DOES NOT cover:

- Cosmetic damage that does not affect the structural integrity or functionality of the Product.
- Damage due to acts of God, vandalism, or improper use.
- Wear and tear items such as grass infill, expected to require periodic replenishment or maintenance.
- Installation errors if not installed by a certified Absolute Padel installer.
- Courts not covered by an Annual Maintenance Agreement with a Certified Absolute Padel Distributor

Claims Process

- To make a claim, the Customer must contact Absolute Padel's customer service department within 30 days of discovering the defect.
- The Customer must provide proof of purchase, a detailed description of the issue, and supporting photographs or videos.
- The Company will assess the claim and, if approved, will initiate the remedy process within 30 days of claim verification.

Transferability

- This Warranty is non-transferable and is only valid for the original purchaser of the Product.

Limitations

- This Warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.
- The Company's liability shall be limited to the repair or replacement of parts under the terms defined herein and shall not include any responsibility for incidental or consequential damages.

