



360 Pro™ Max

Cubby House + Swing Set

MANUAL



ATTENTION!

SAFETY INFORMATION, INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS. READ PRIOR TO ASSEMBLING AND USING THE PRODUCT.

Vuly cares about safety. Adult supervision is required at all times whilst equipment is in use.

If you have any feedback regarding our instructions, feel free to email instructions@vulyplay.com so that we can continue to improve.

Visit www.vulyplay.us/install

for step by step video instructions, or scan this QR code:



Contents

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.

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.

ATTENTION!

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

See vulyplay.us/support for any updates to these instructions.

1.0. Care and Maintenance	4
2.0. Safety Information	4
2.1. Select protective surfacing	4
2.2. Poured-in-place surfaces or pre-manufactured rubber tiles	4
2.3. Placement	4
3.0. Operating Instructions	5
4.0. Pre-assembly	5
4.1. Due Care when Installing Product	5
5.0 Parts checklist	6
6.0. Assembly instructions - Cubby	9
7.0. Product registration	38
8.0. Half-price replacement parts	38
9.0. Warranty	38
9.1. Warranty periods	38
9.2. Inclusions	38
9.3. Exclusions	38
9.4. Warranty Claims	39
9.5. Consumer Law	39
10.0. Missing parts	39

Vuly Play

95 Ingleston Rd, Brisbane QLD 4154

AU: 1300 667 514

US: 1-800-467-1421

www.vulyplay.us

Disclaimer

The following Conditions of Sale will apply to, and bind the purchaser of, any Vuly USA Operations Corp (3666901) product.

NOTICE TO USER:

Please read this agreement carefully before purchase or assembly. By purchasing, opening and assembling this product you acknowledge that you have read this agreement, understand it and agree to be bound by its conditions. If you are making a purchase on behalf of another person, you agree that you are making the purchase as their agent.

LEGAL RIGHTS – PLEASE READ:

EXCLUSION OF LIABILITY – WAIVER OF RIGHT TO SUE – YOUR ASSUMPTION OF RISK – THESE CONDITIONS AFFECT YOUR LEGAL RIGHTS.

Vuly USA Operations Corp. (3666901) (“Vuly”), as supplier of trampolines and accessories (“Products”), sells all Products subject to the following conditions:

1. To the maximum extent permitted by the law, Vuly, its employees, directors and agents will not be liable to the customer, their dependents or legal representatives for damage to property, personal injury or death suffered by the customer because the Product was not manufactured or supplied with due care and skill, the Product is not reasonably fit for its purpose or because of negligence, breach of contract, breach of statute or breach of statutory duty by Vuly.

2. Vuly, its employees, directors and agents are not liable to the customer, their dependents or legal representatives for personal injury or death suffered by the customer because the Product was not:
- installed in accordance with the Vuly instruction manual. It is the customer’s responsibility to check all boxes to confirm that all components are included and in the correct condition before assembly.
 - installed with due care and skill, by a the customer or a third party assembly service; and
 - in the same condition as when the Product was supplied, due to wear and tear – including, but not limited to, weather damage, deterioration of the net, spring stretch, UV deterioration or rust.
3. The customer acknowledges that using the Product can be dangerous, with inherent risks and hazards. As a consequence, personal injury or death may occur. The customer assumes and accepts all such risks, and hereby – to the full extent permitted by law – waives the right of action against, and fully releases Vuly for, loss, damages, personal injury or death in any way caused by, or relating to, the customer’s participation in such activities.

This includes – without limitation – liability for any negligent or tortious acts or omission, breach of duty, breach of contract or breach of statutory duty on the part of Vuly, its office bearers, directors, employees or agents.

RISK WARNING:



The use of the Product involves a significant risk of participants suffering personal injury including the possibility of serious injuries, permanent disability or death. All participants who engage in activities with the Product do so at their own risk.



WARNING:

To reduce the risk of injury while using the system, enforce the following:

- Minimum user age – 6 years.
 - Only for domestic and outdoor use.
 - Maximum user weight per swing station – 80 kg (175 lb) [65 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 the Swing Set is secured with anchors or bolts before use.
-



ADULT SUPERVISION IS REQUIRED AT ALL TIMES WHILST EQUIPMENT IS IN USE.
VULY CARES ABOUT SAFETY.

1.0. Care and Maintenance

Improper maintenance or lack of care can lead to your swing set deteriorating earlier than expected and causing injury.

Please follow these instructions to ensure that your swing set lasts for as long as possible.

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.
- 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 and textile swings and store in a cool, dry place.
- 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 equipment when it is no longer safe to use. Ensure that no unreasonable hazards exist at the time the 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

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

United States Consumer Product Safety Commission’s (USCPS) 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/manufacturer 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

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); 65 kg (132 lb) for Spin Swing.
- 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

- Place the equipment on level ground and in a well-lit area, 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.
- Avoid installing 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.
- Ensure that your chosen surface allows the swing set to be firmly embedded with the included Anchor Kit.
- Check that you have all parts required for assembly.
- **Warning:** Lock nuts and bolts securely.
- **Warning:** Children must not use the equipment until properly installed.

4.1. Due Care when Installing Product

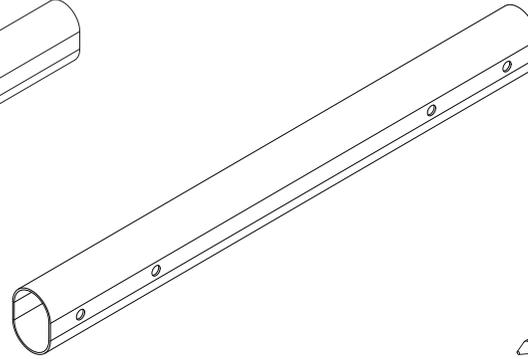
- **WARNING!** Due care must be taken at all times whilst installing your product.
- **WARNING!** Improper installation, adjustment or maintenance can cause property damage, injury or death.
- Ensure you follow the steps in the manual at all times.

5.0. Parts And Components

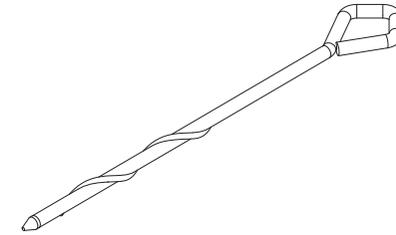
CUBBY LINK



X 1
CUBBY
JOINER

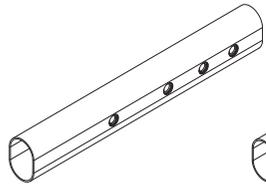


X 1
CUBBY
RAIL

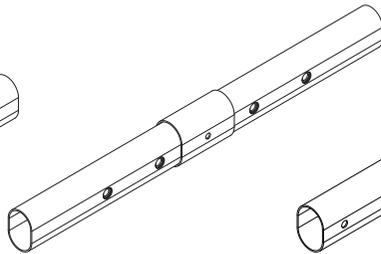


X 6
ANCHOR

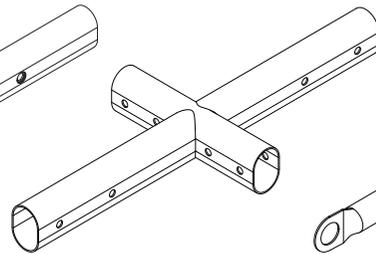
L SHAPE



X 2
END
JOINER



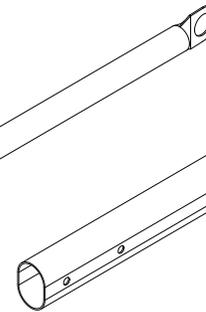
X 1
CUBBY
JOINER



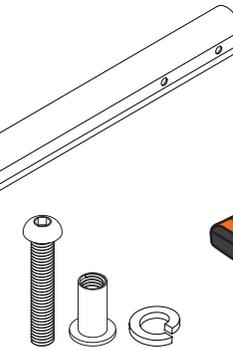
X 1
L SHAPE
ADAPTOR



X 1
SHADE COVER
TUBE



X 1
L SHAPE
RAIL

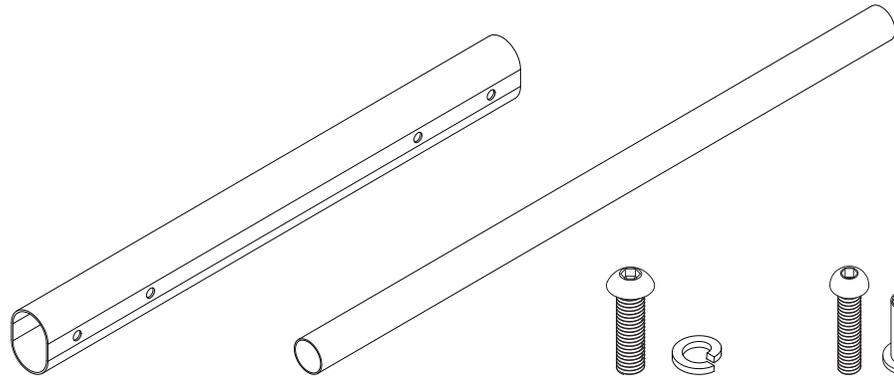


X 6
M8X40

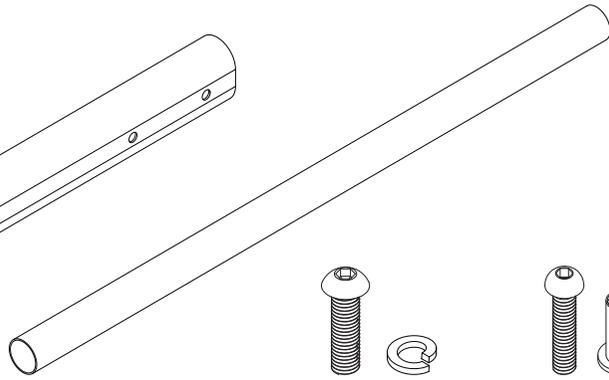


X 1
SHADE
COVER

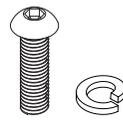
CUBBY HOUSE



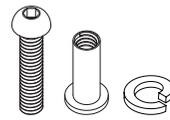
X 1
CUBBY
RAIL



X 2
BASE RAIL



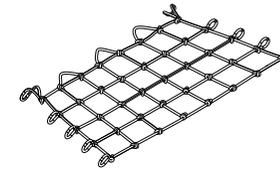
X 12
M10X35



X 4
M8X35



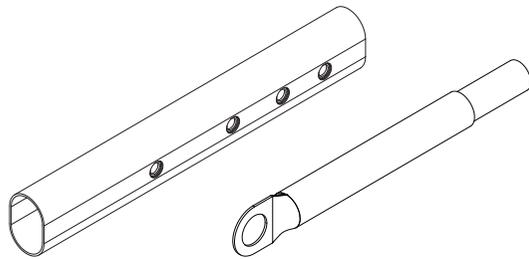
X 1
LED LIGHT



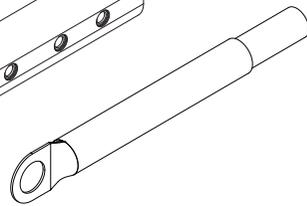
X 1
CLIMBING
NET



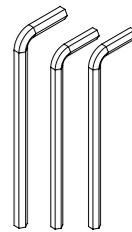
X 1
SAND PIT



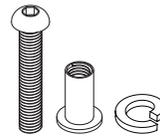
X 2
END
JOINER



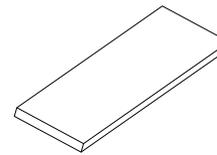
X 4
BASE
JOINER



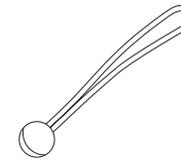
X 3
ALLAN
KEY



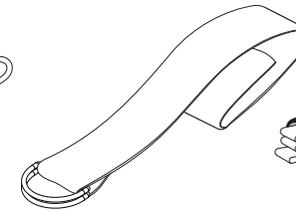
X 28
M8X40



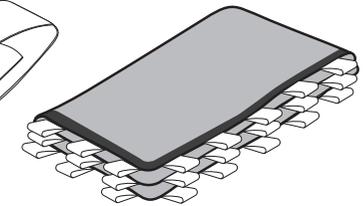
X 4
PROTECTIVE
FOAM



X 7
TOGGLE



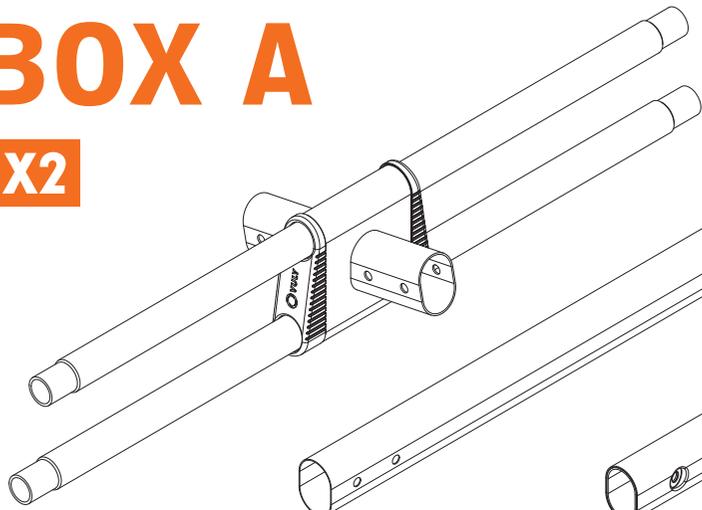
X 4
STRAP



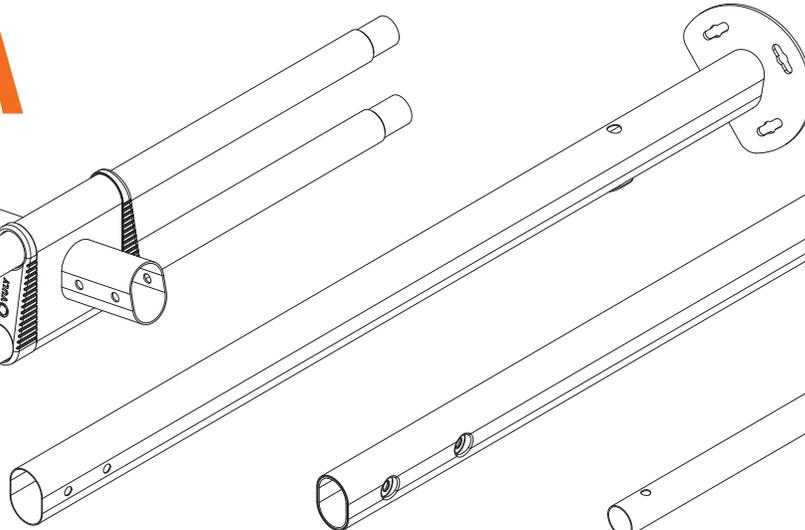
X 1
TENT AND
MAT

BOX A

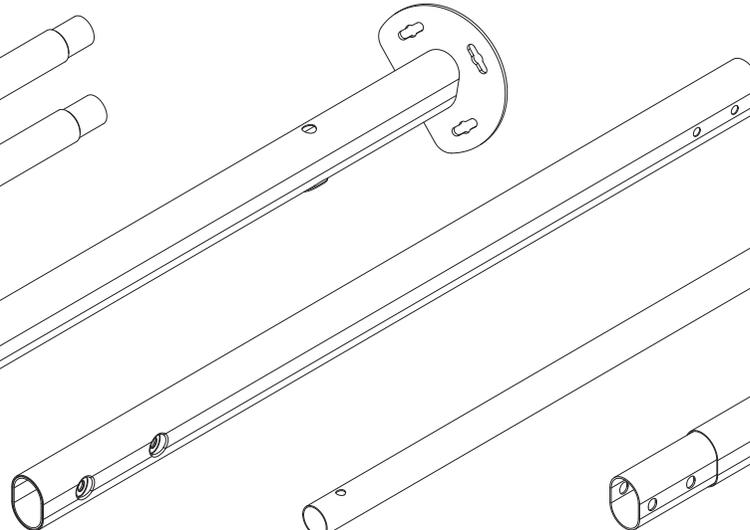
X2



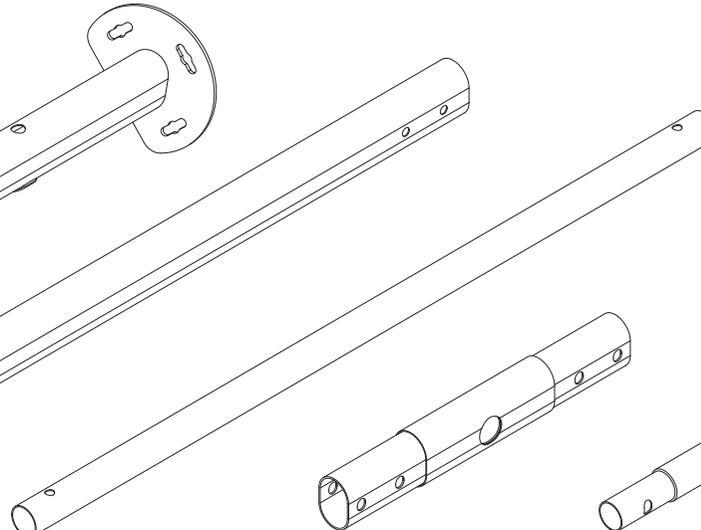
X 1
H JOINER



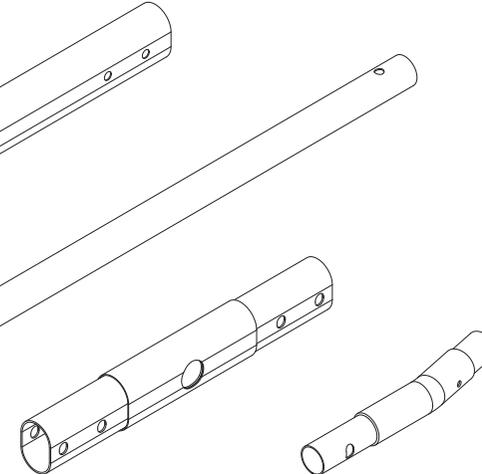
X 2
LEG TUBE



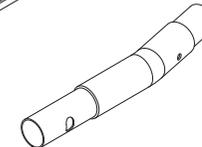
X 2
SHOULDER
TUBE



X 1
MID TUBE



X 2
HIP
JOINER



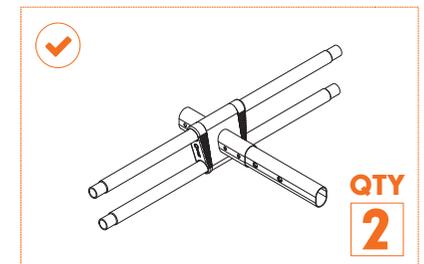
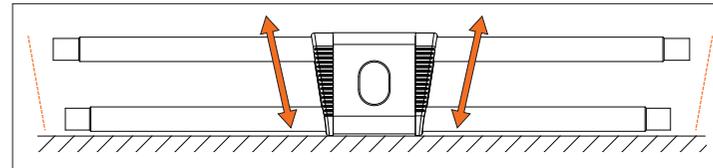
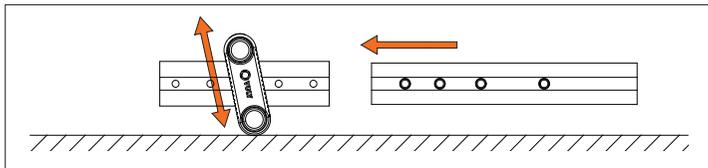
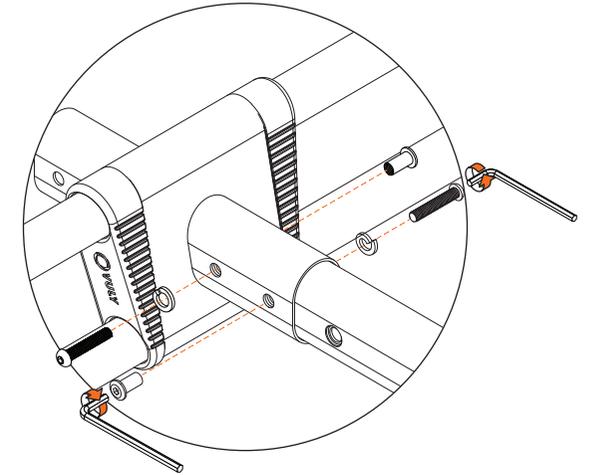
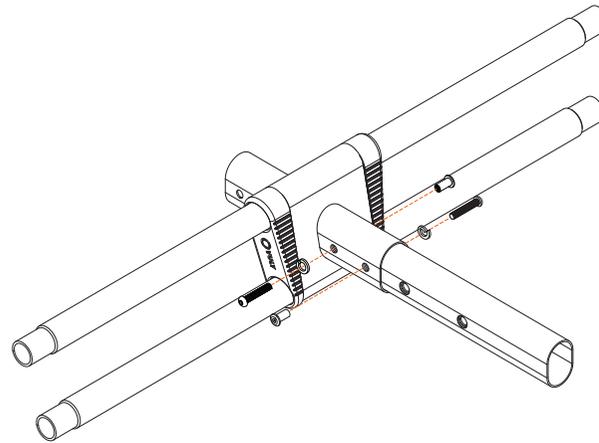
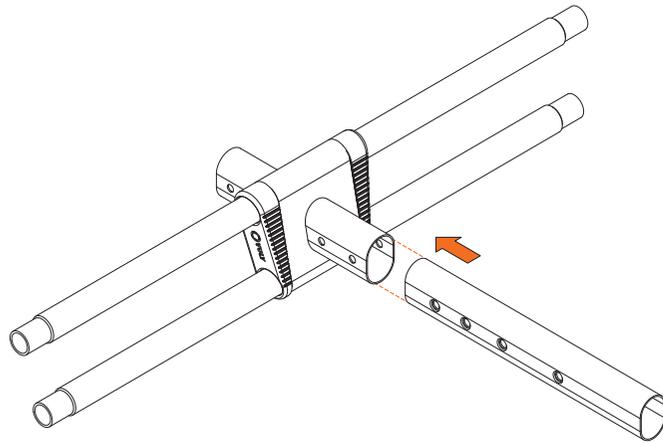
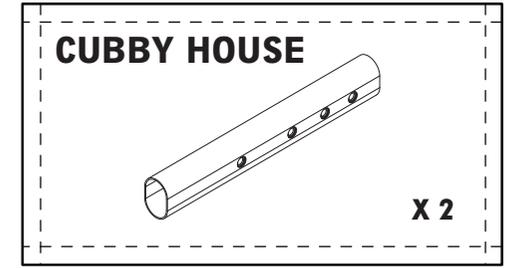
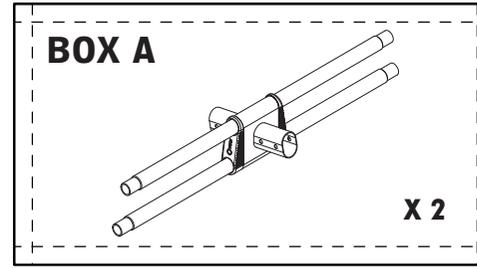
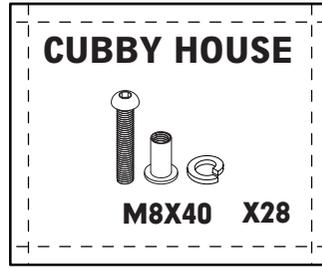
X 2
MID
JOINER



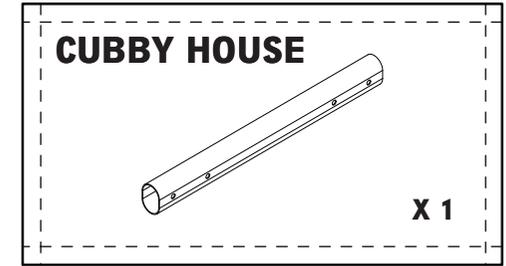
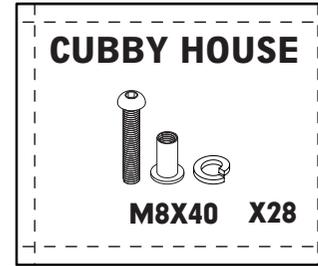
X 2
TUBE END
CAP

6.0. Assembly Instructions

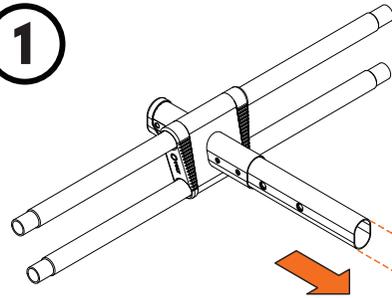
1



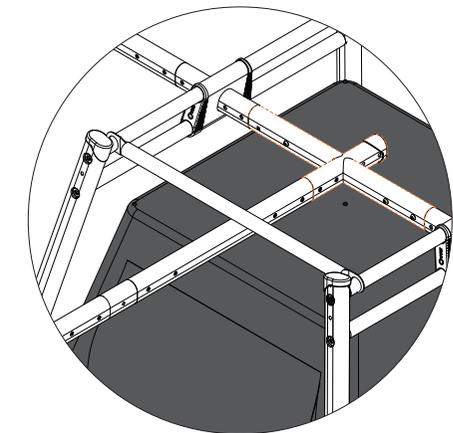
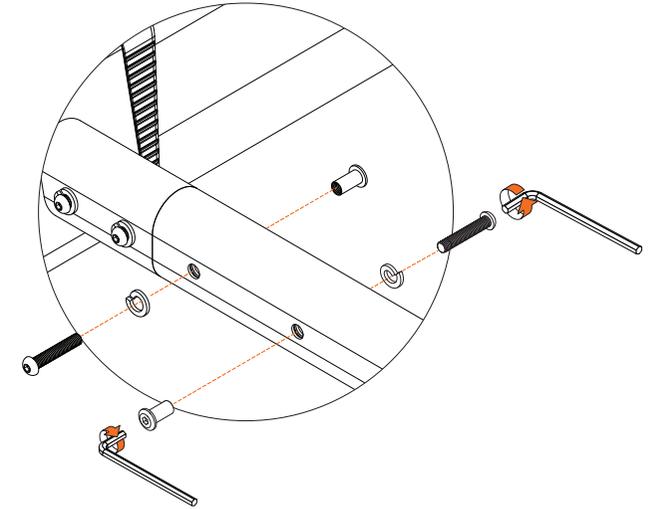
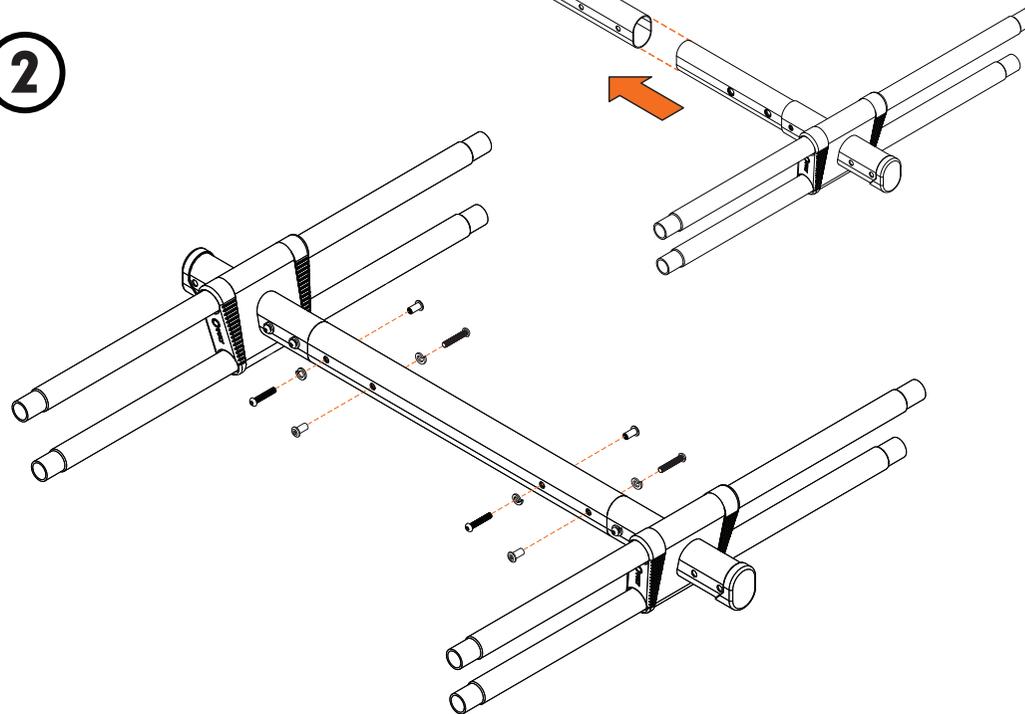
2



1



2

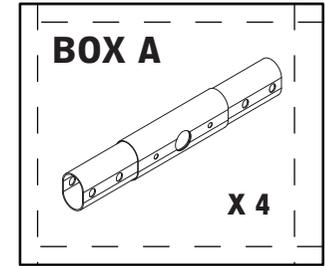
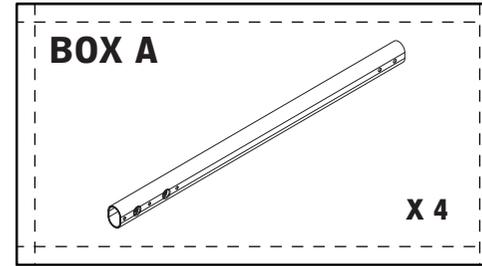
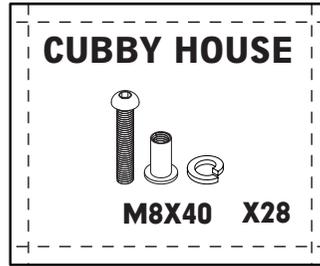


NOTE: If you have purchased an L Shape Swing Set, install L Shape Adaptor in this step.

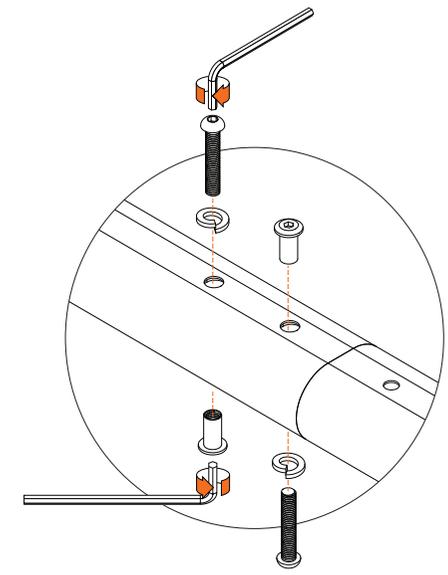
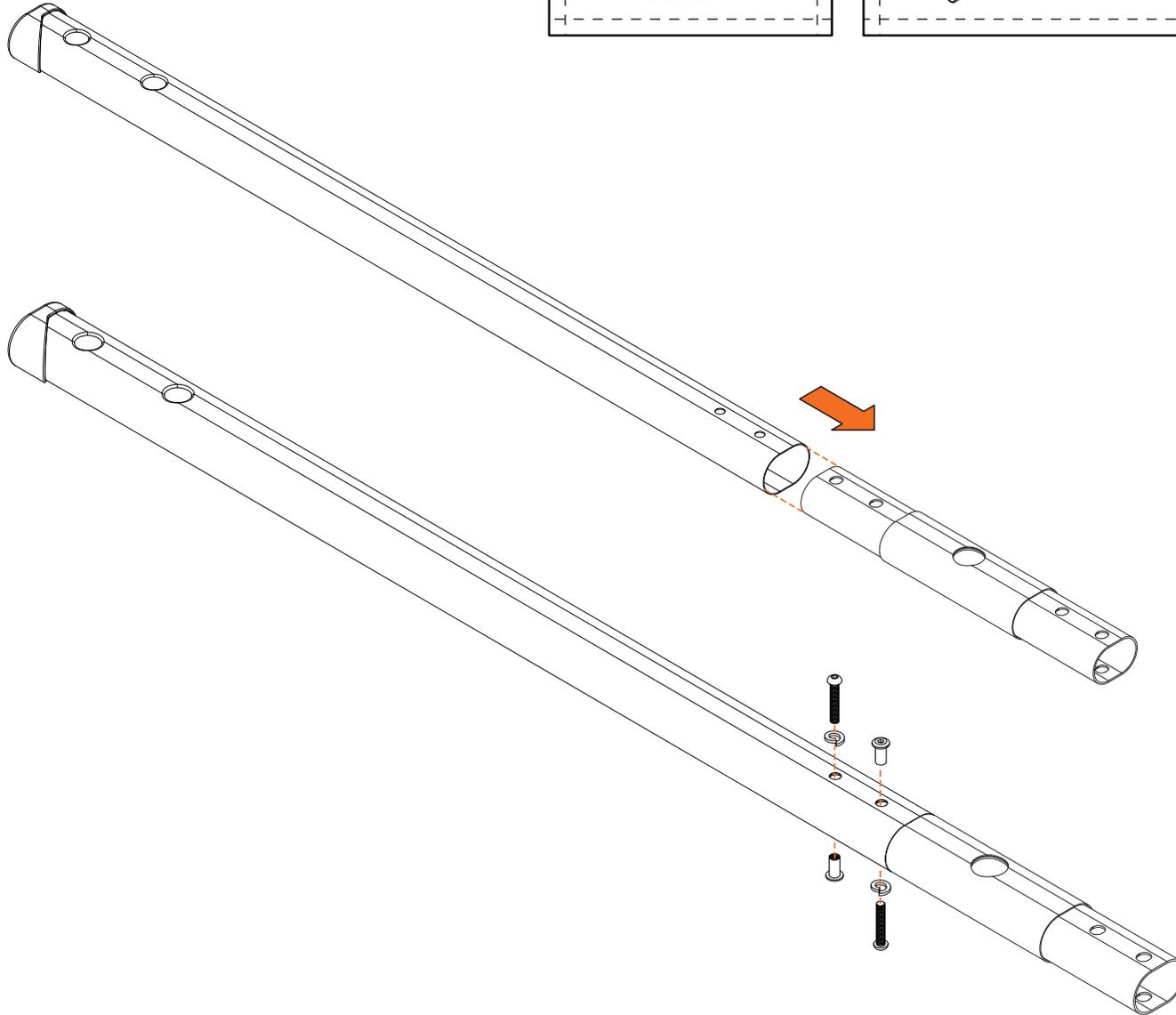


3

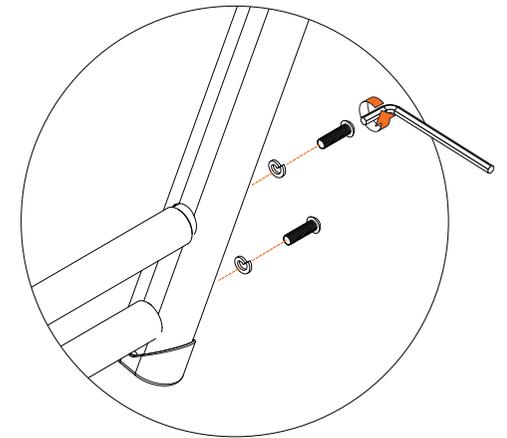
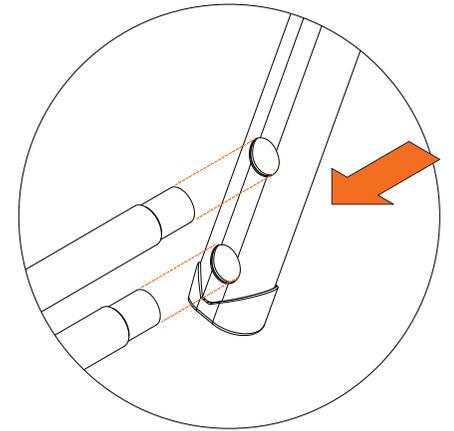
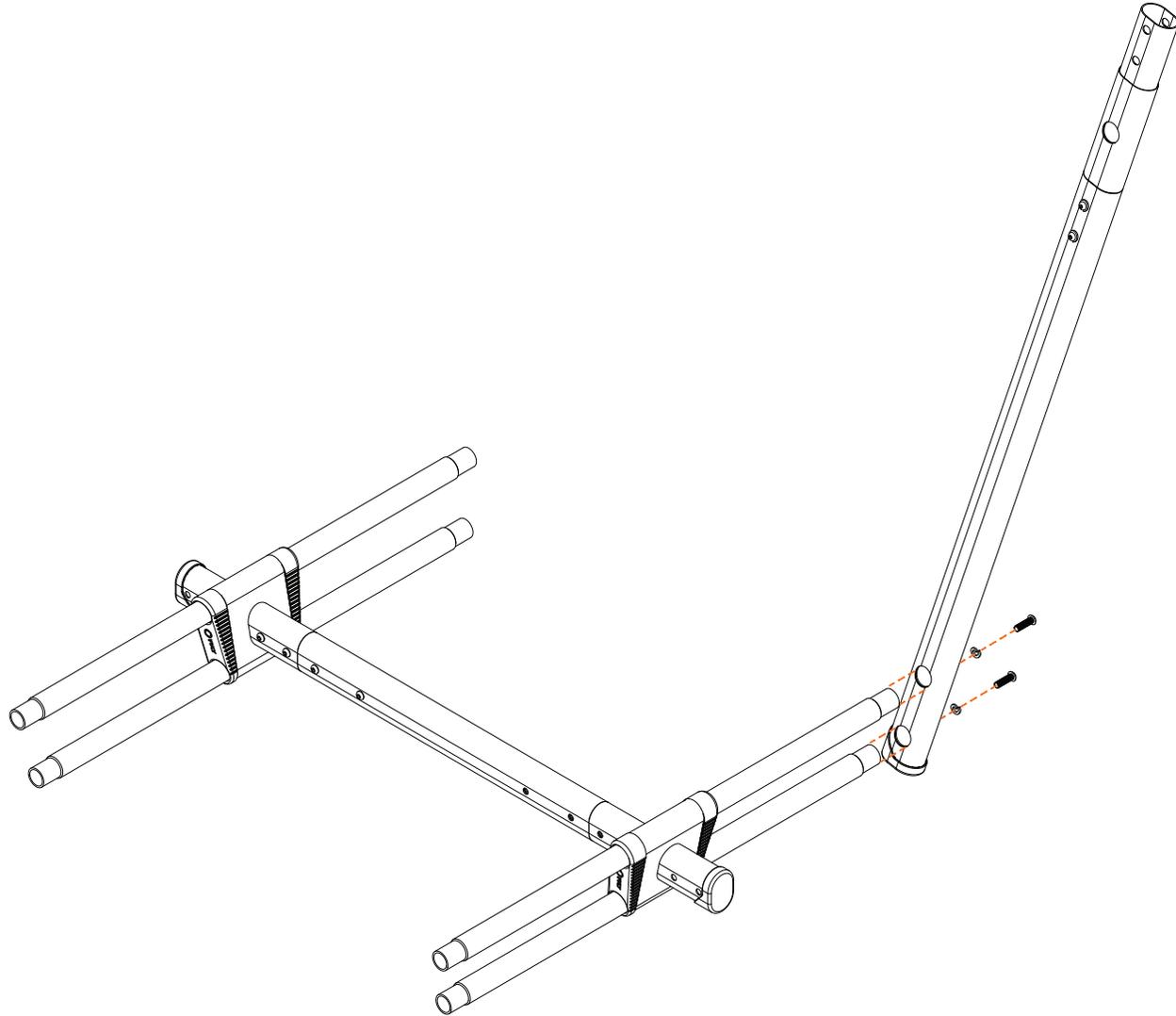
①



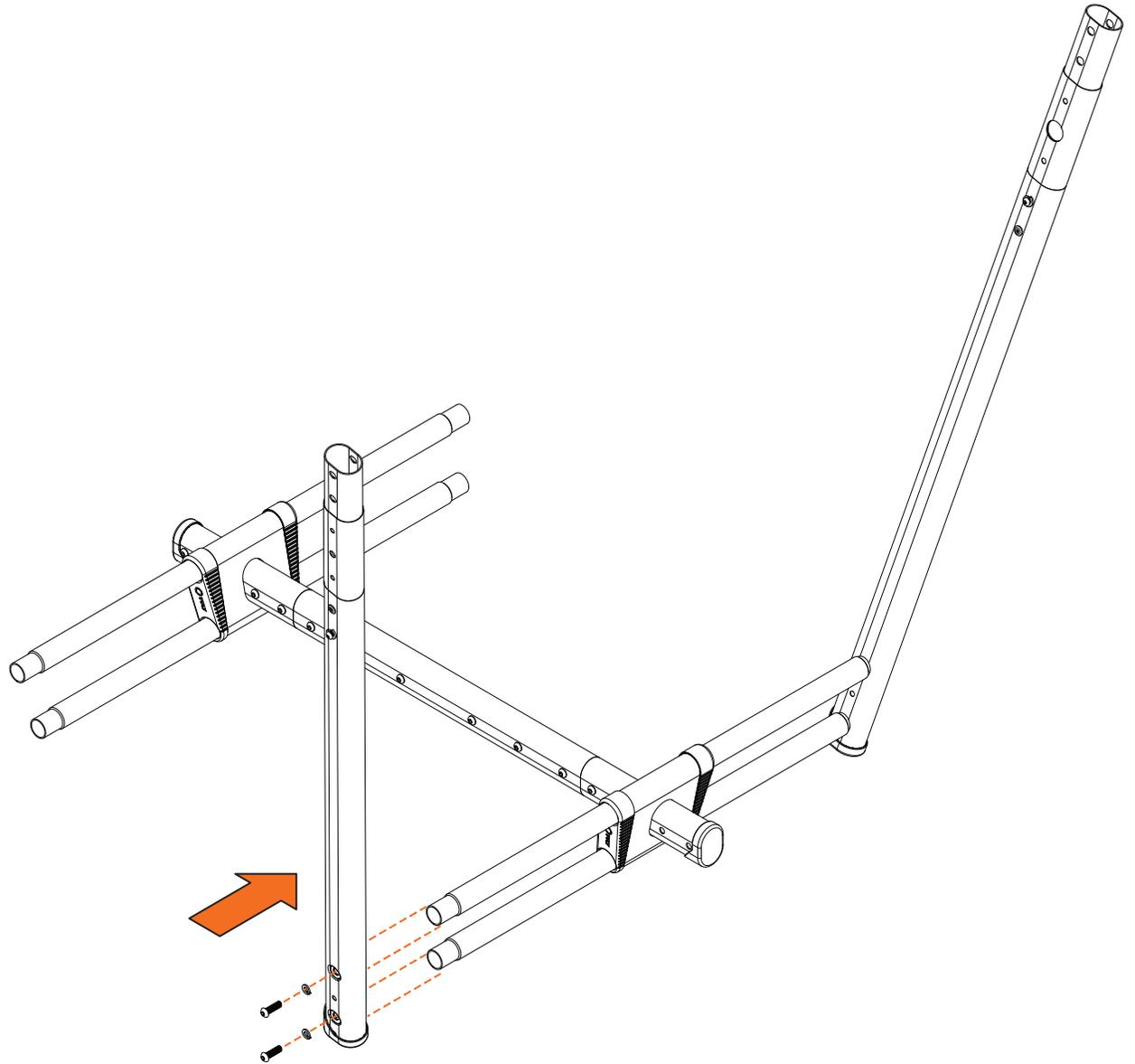
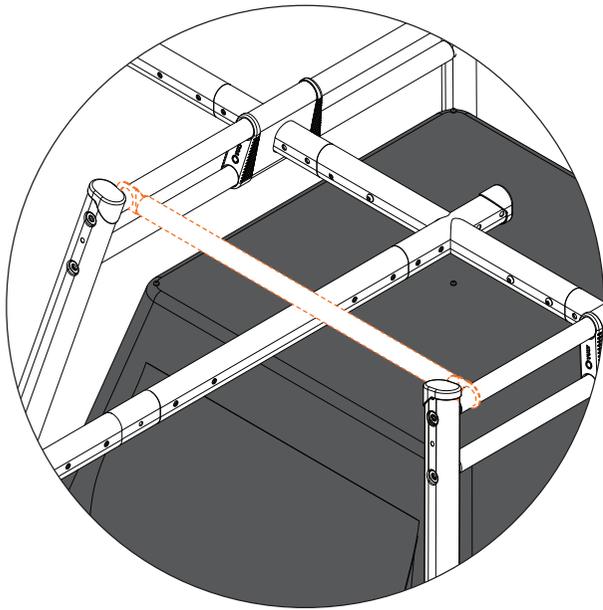
②



4



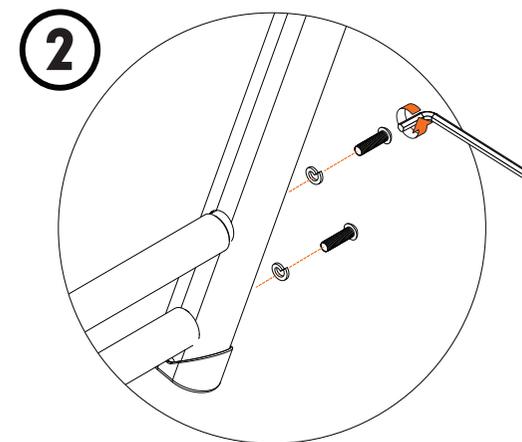
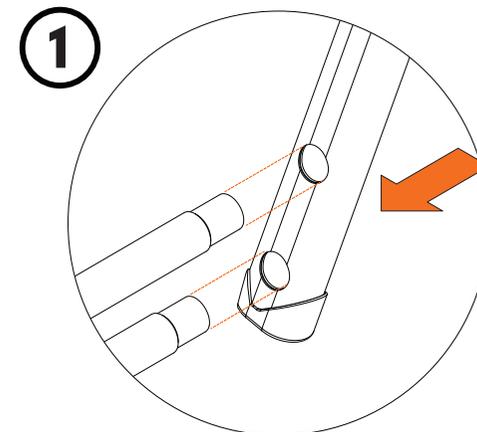
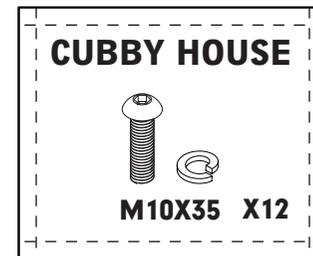
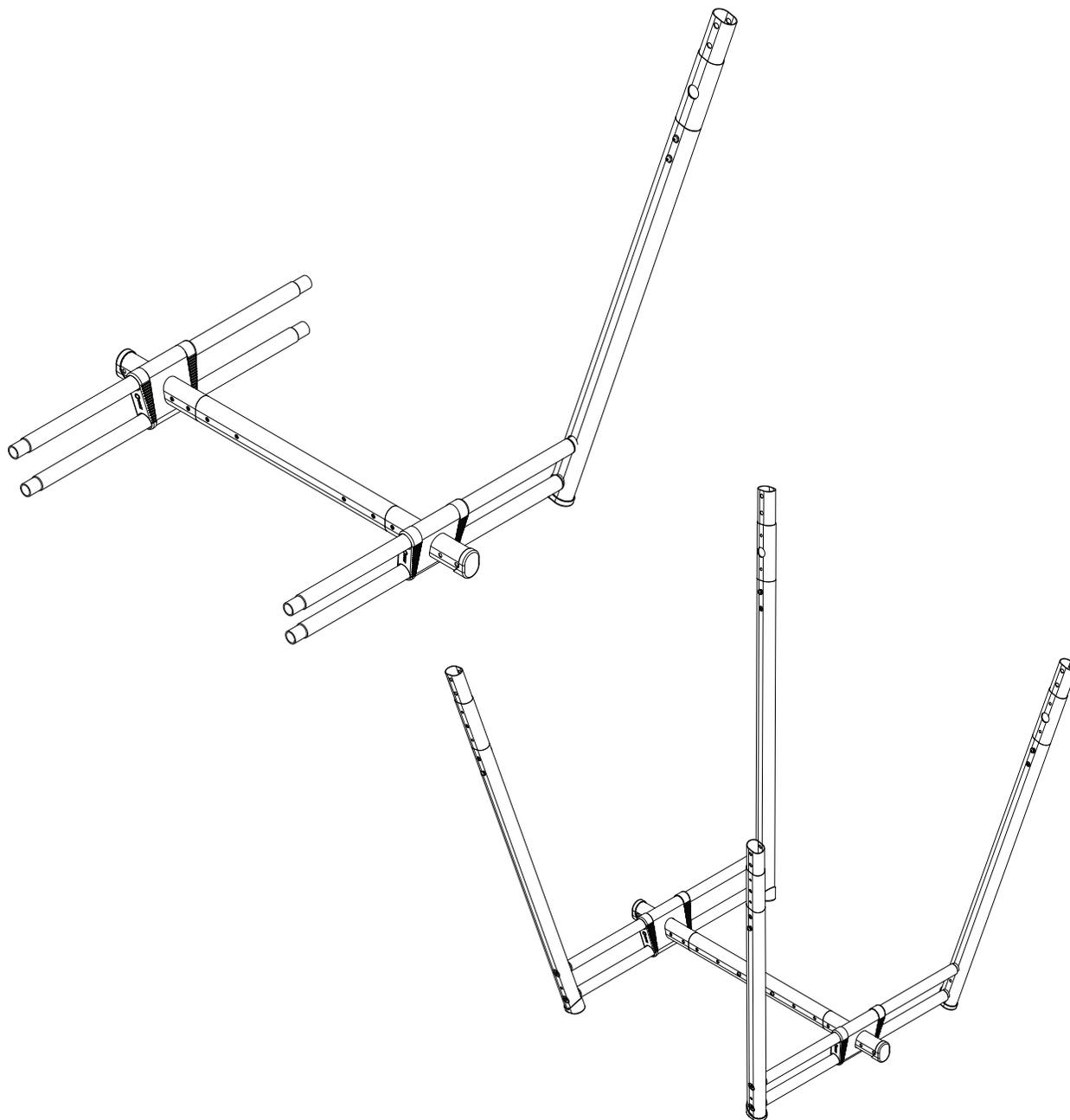
5



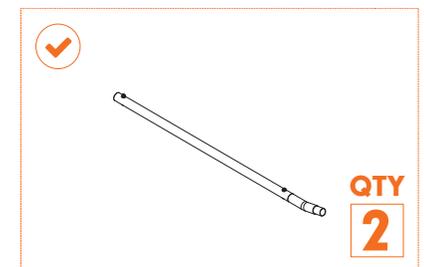
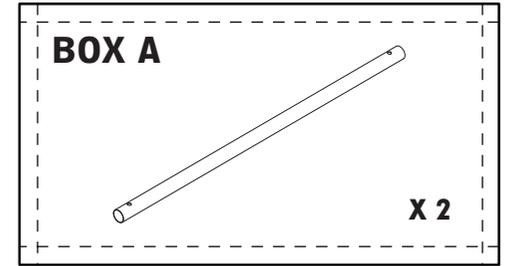
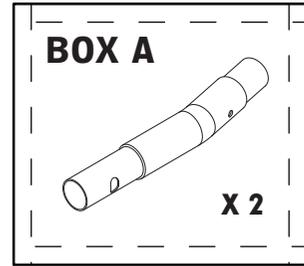
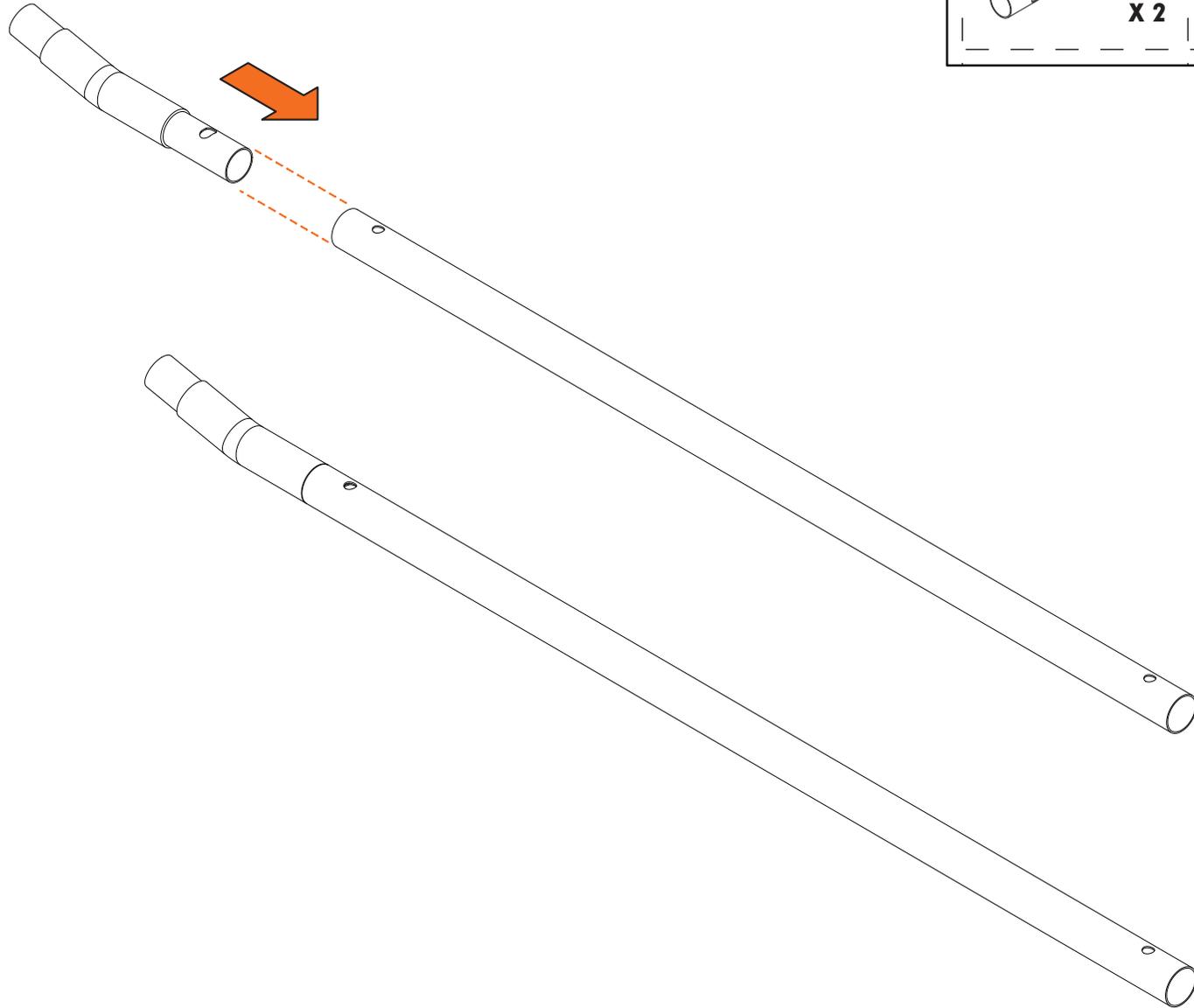
NOTE: If you have purchased an L Shape Swing Set, install L Shape Shade Cover Tube in this step.

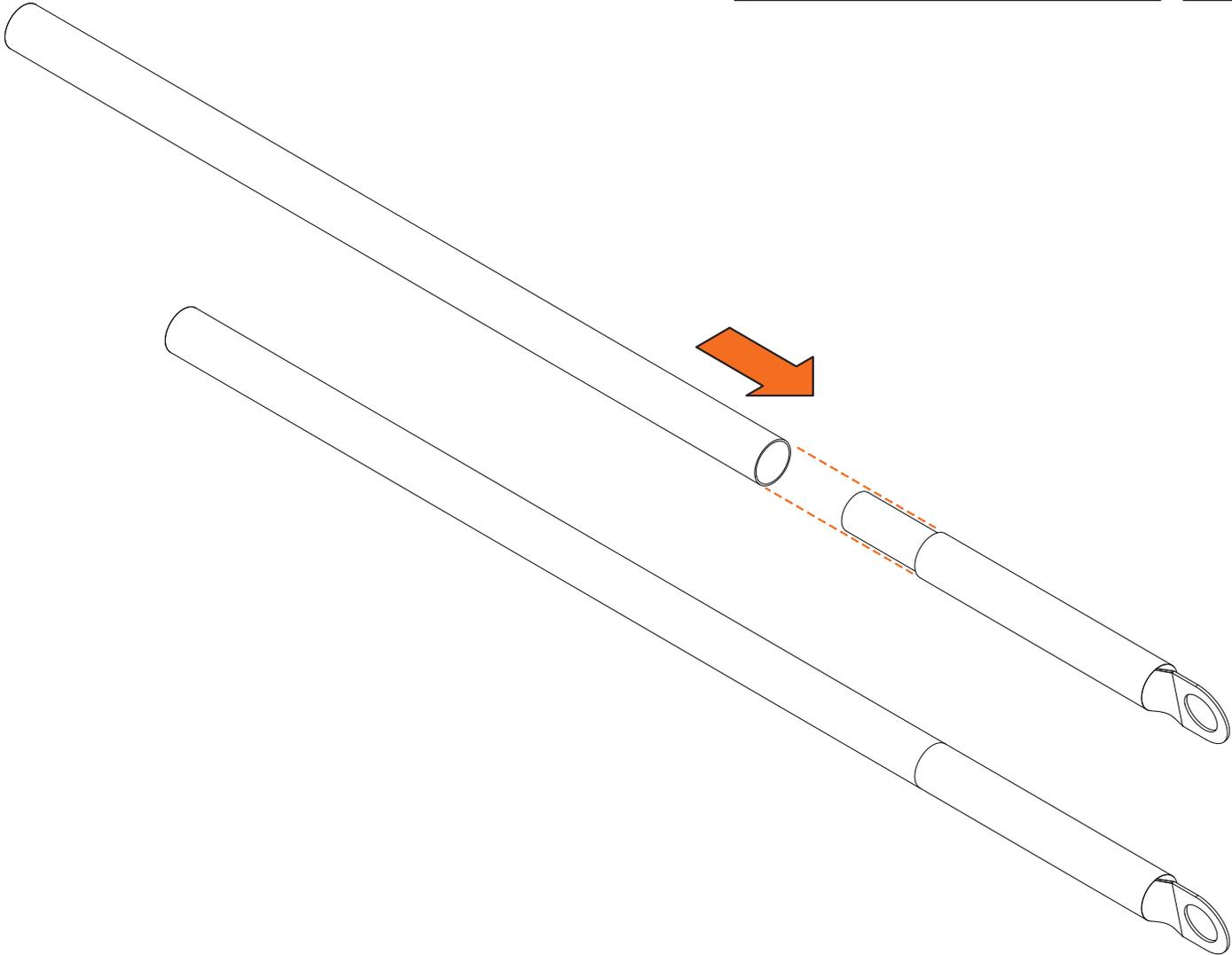
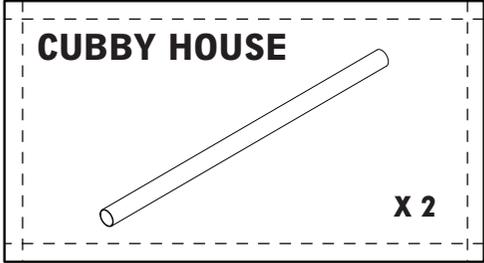
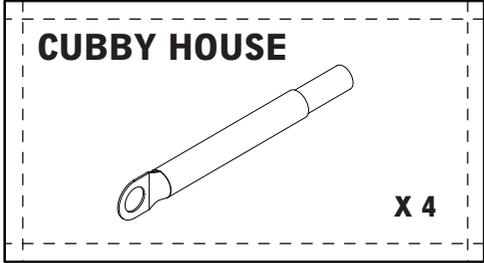


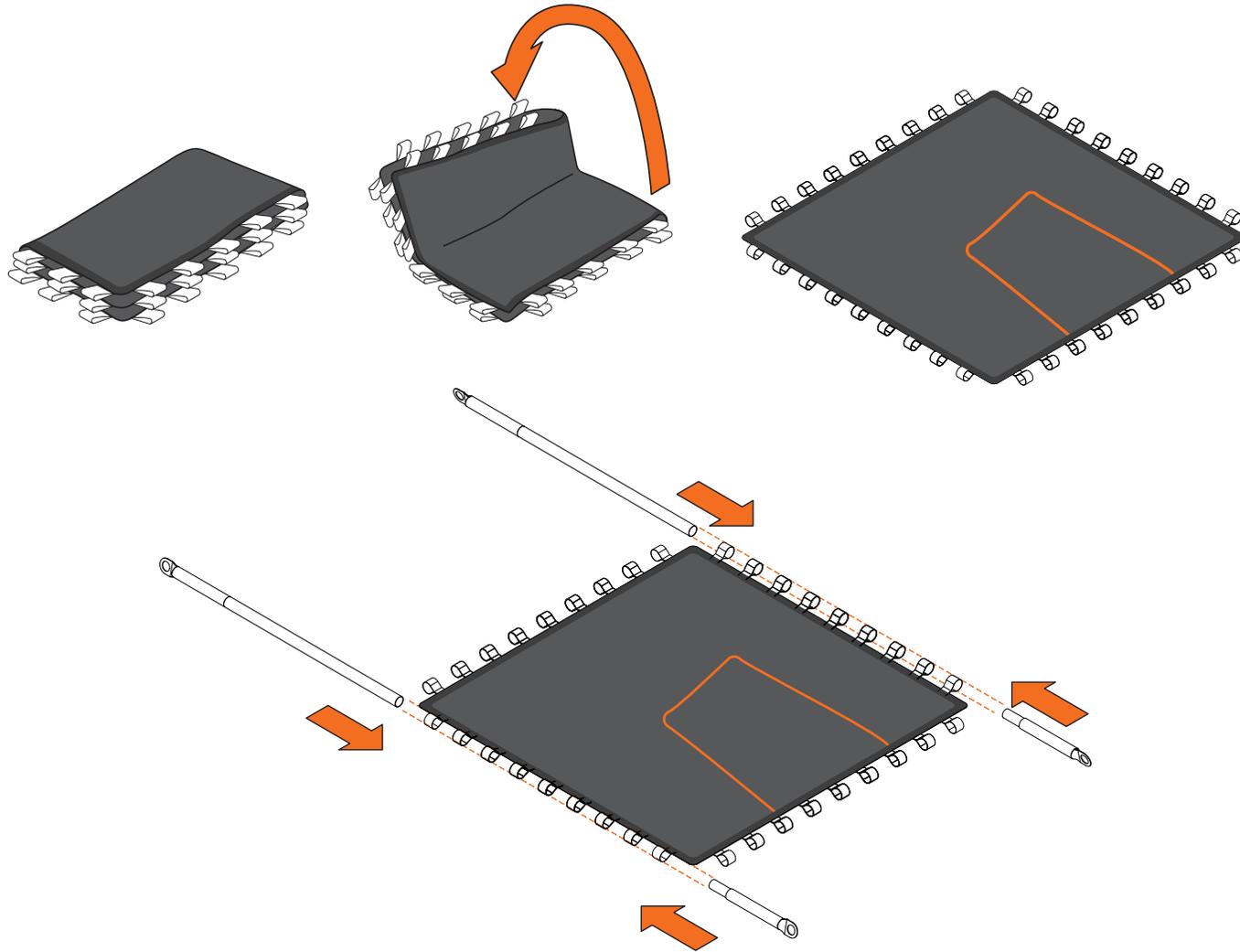
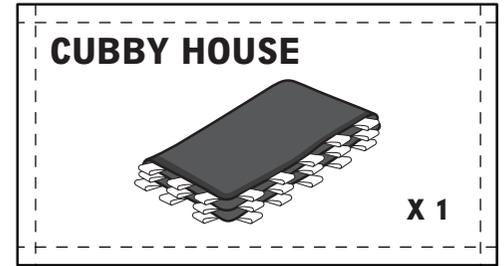
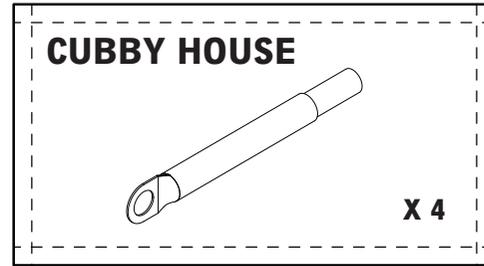
6



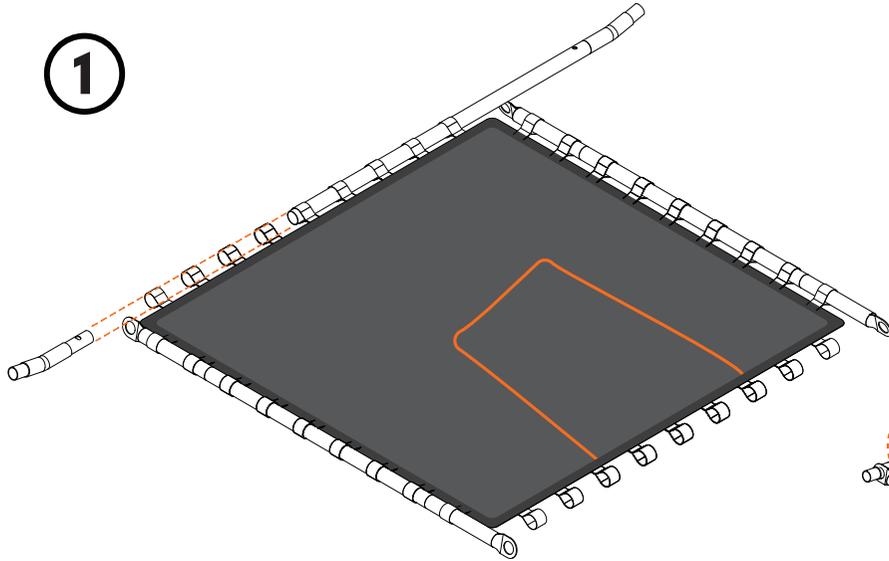
7



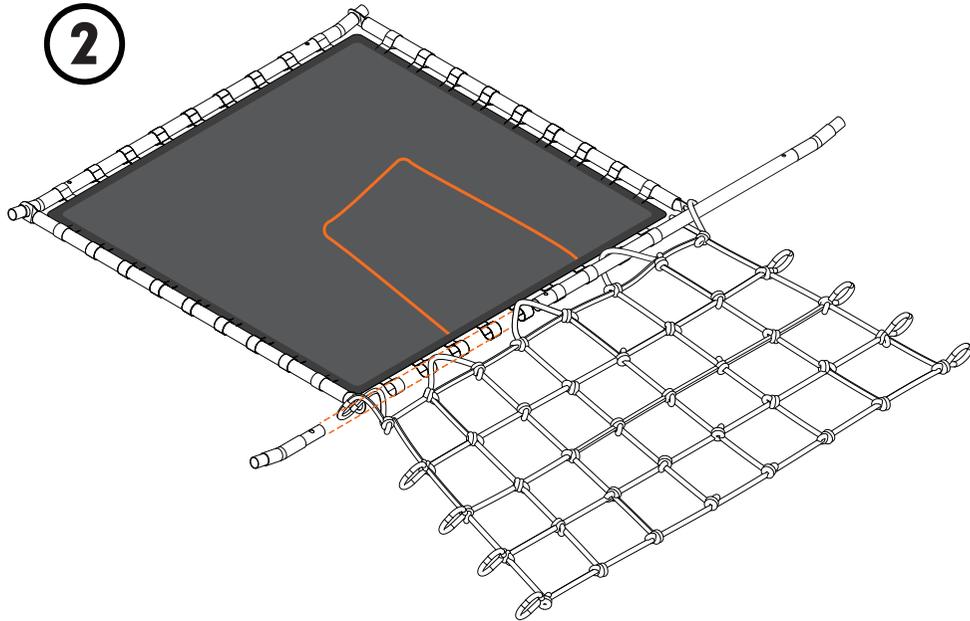




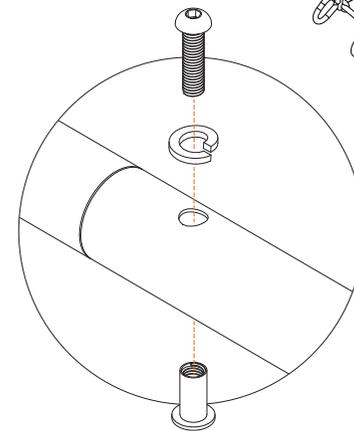
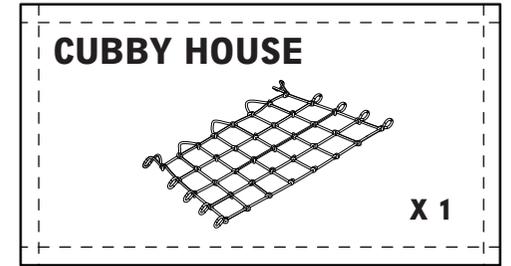
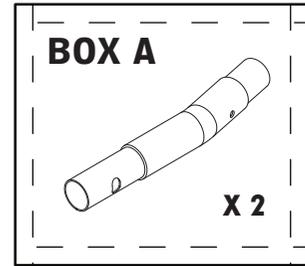
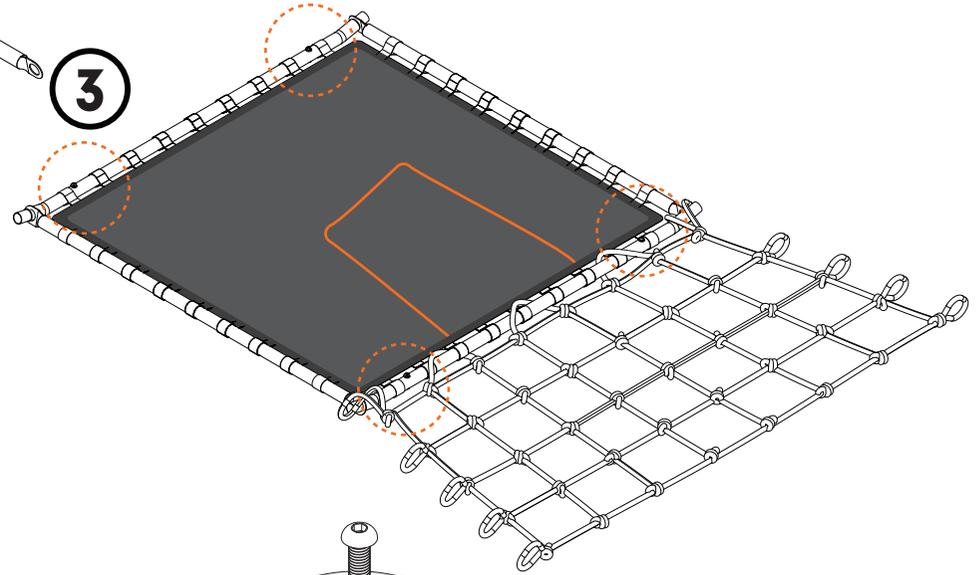
1



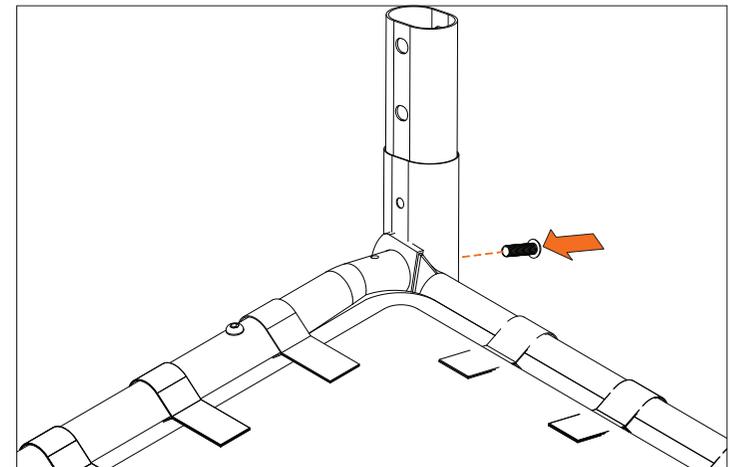
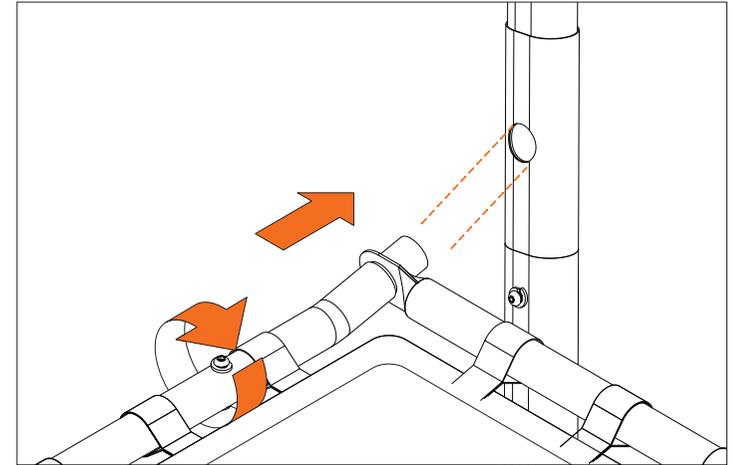
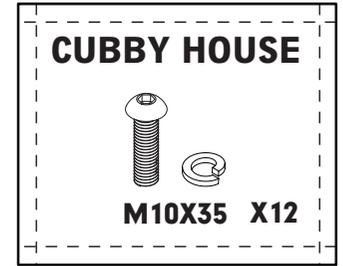
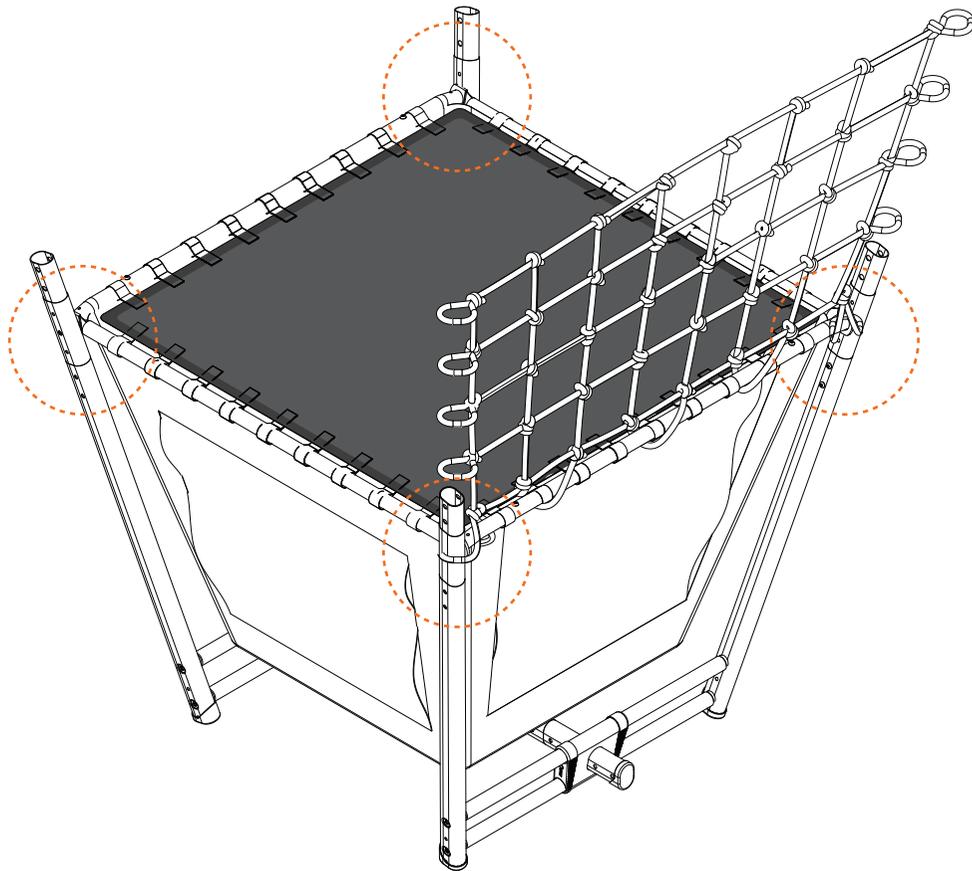
2



3



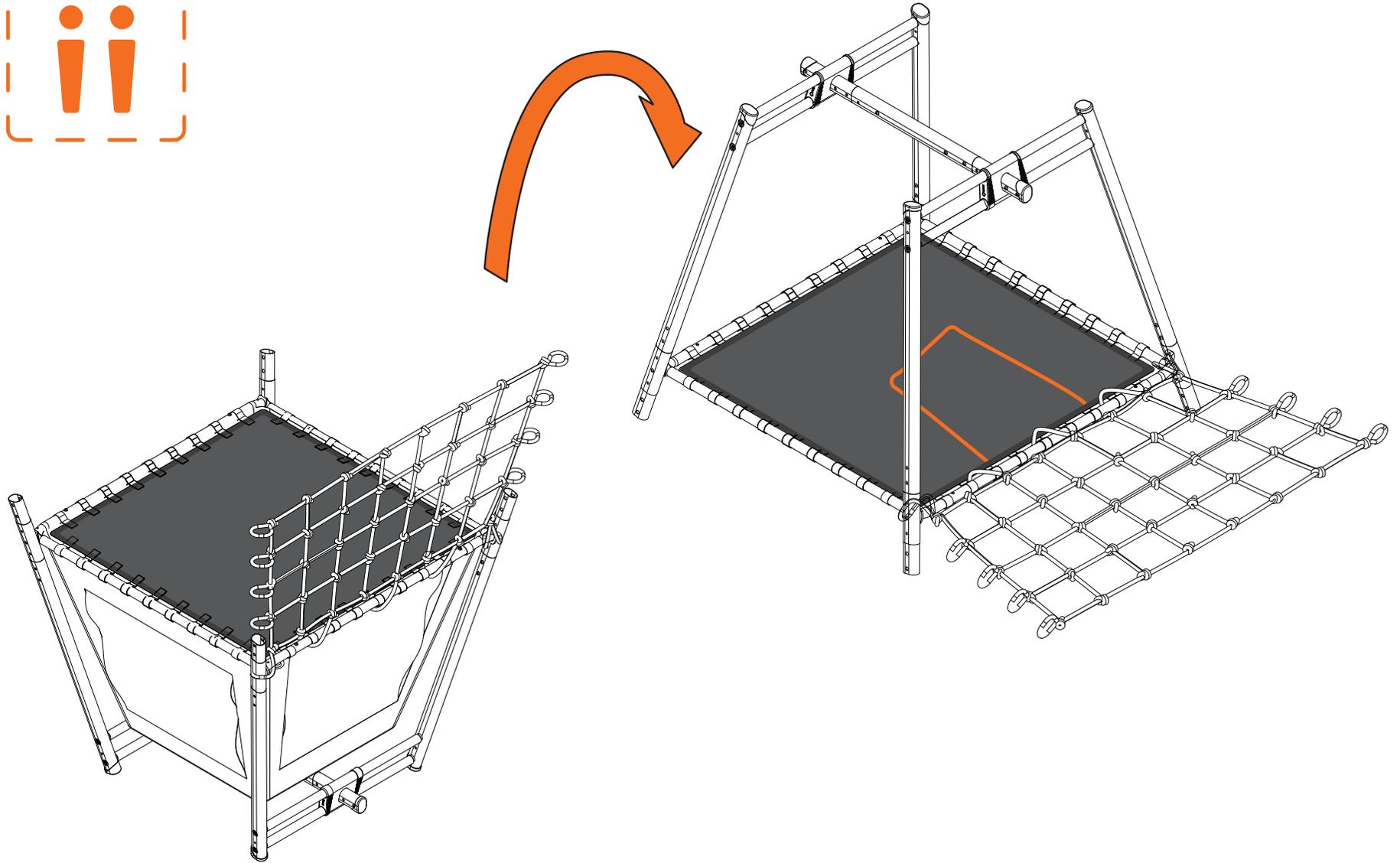
11



NOTE: Twist Mid Tubes to help getting Mid Joiners into hole.
Twist Middle Tubes with curve ends to align screw thread inside tubes.



12

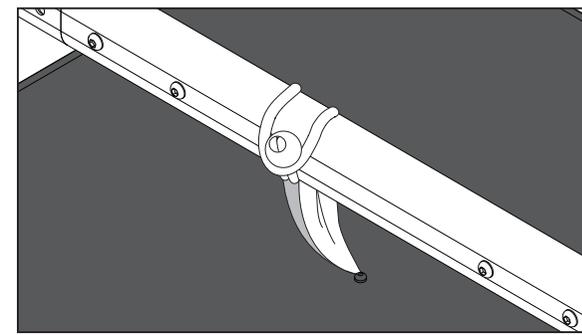
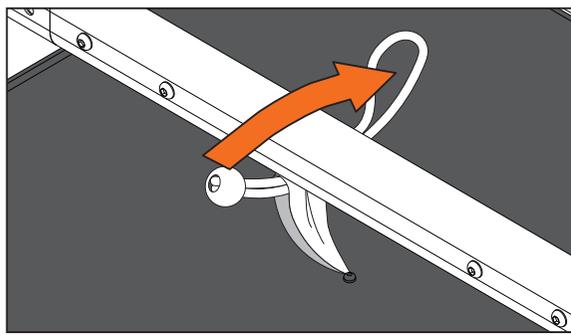
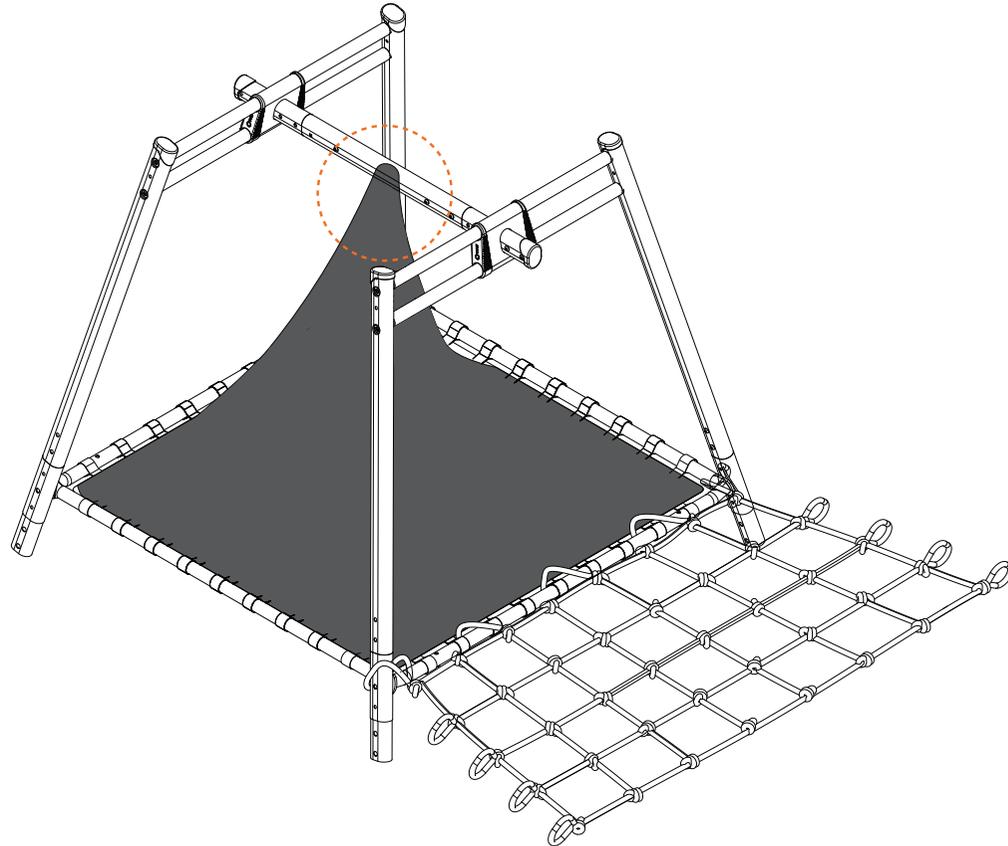


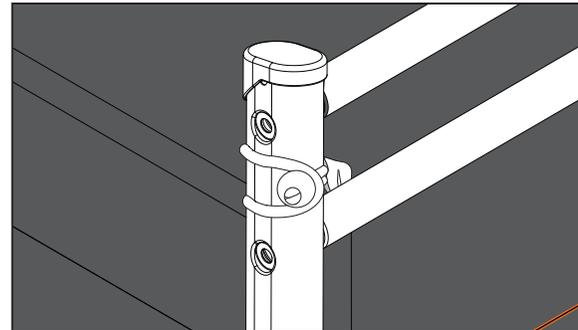
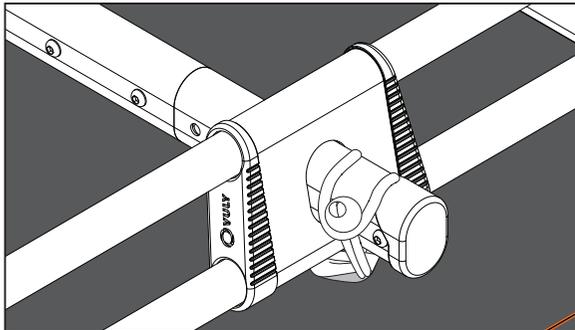
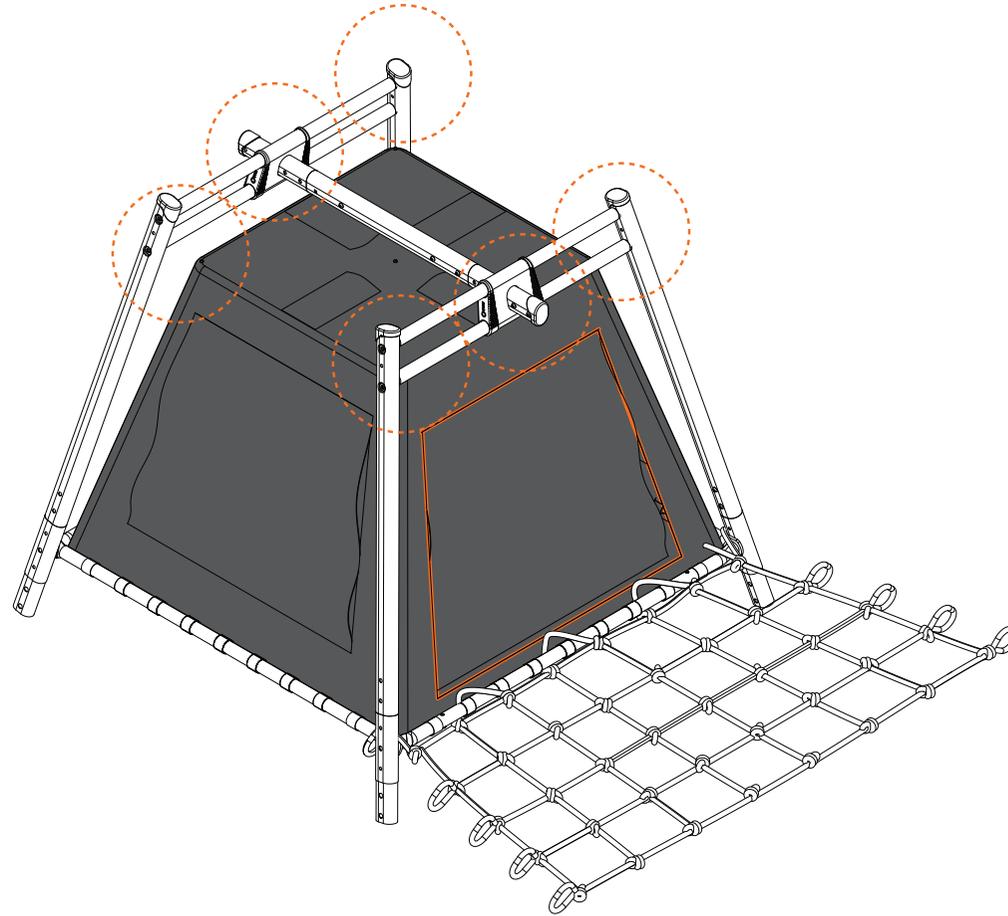
13

CUBBY HOUSE

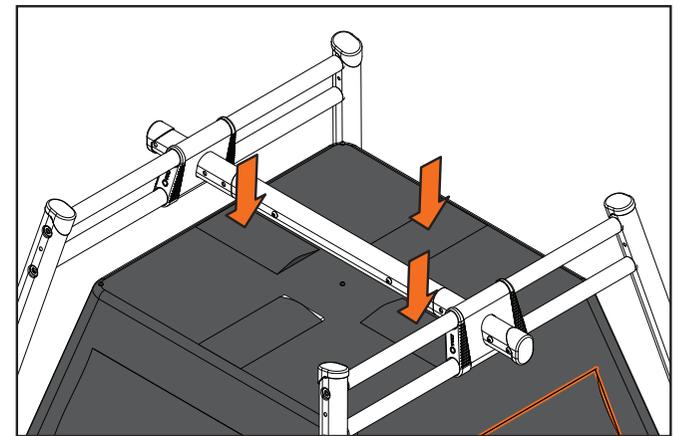
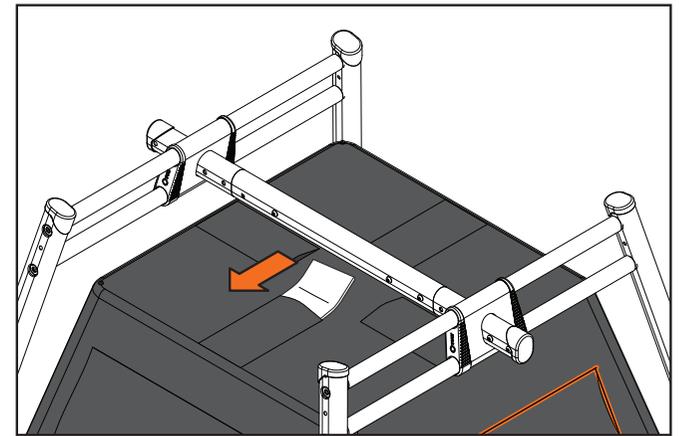
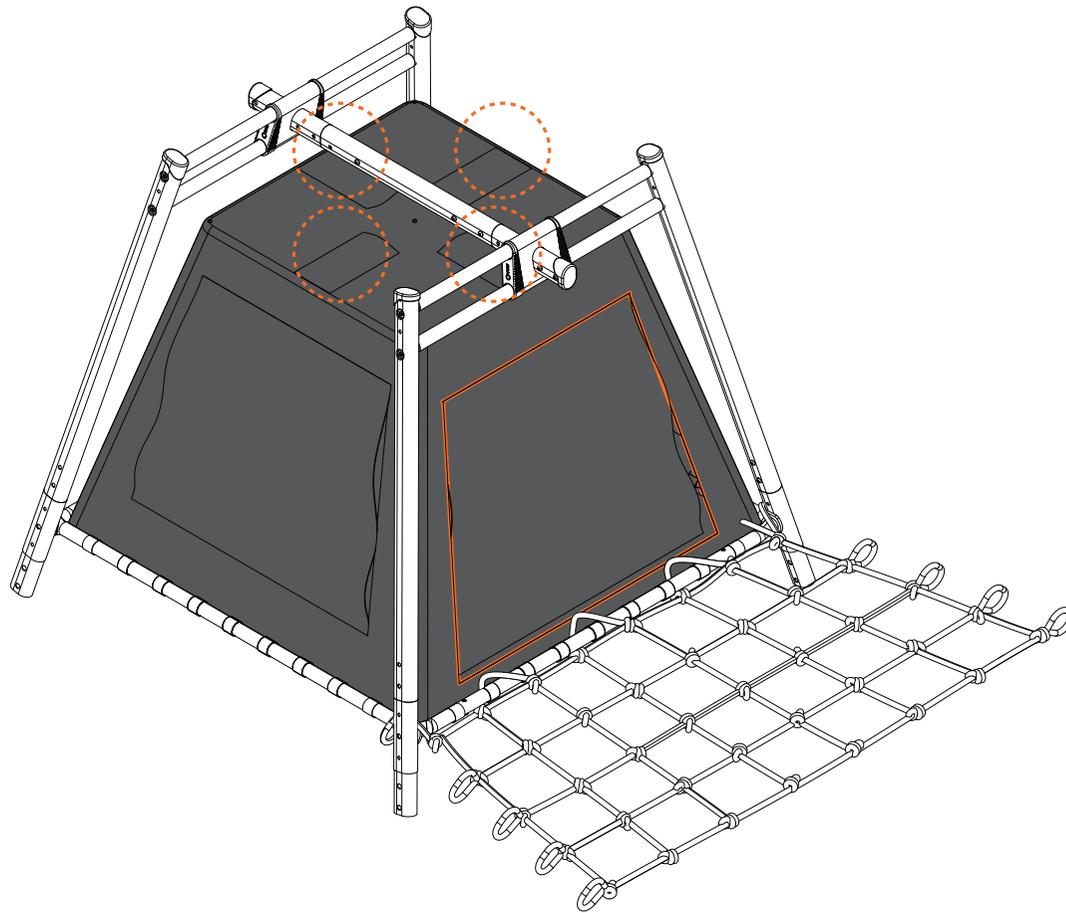
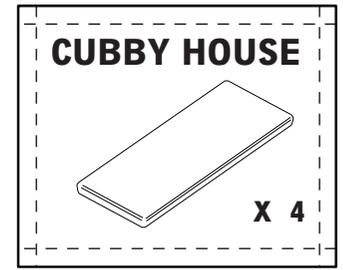


X 7

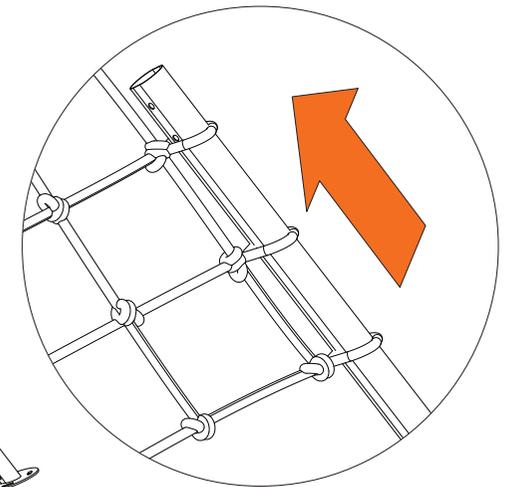
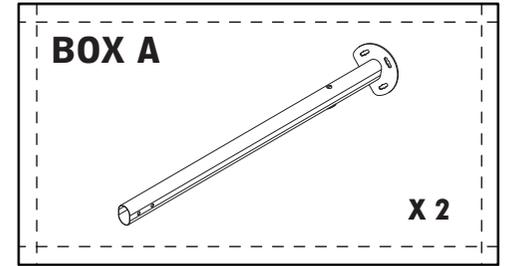
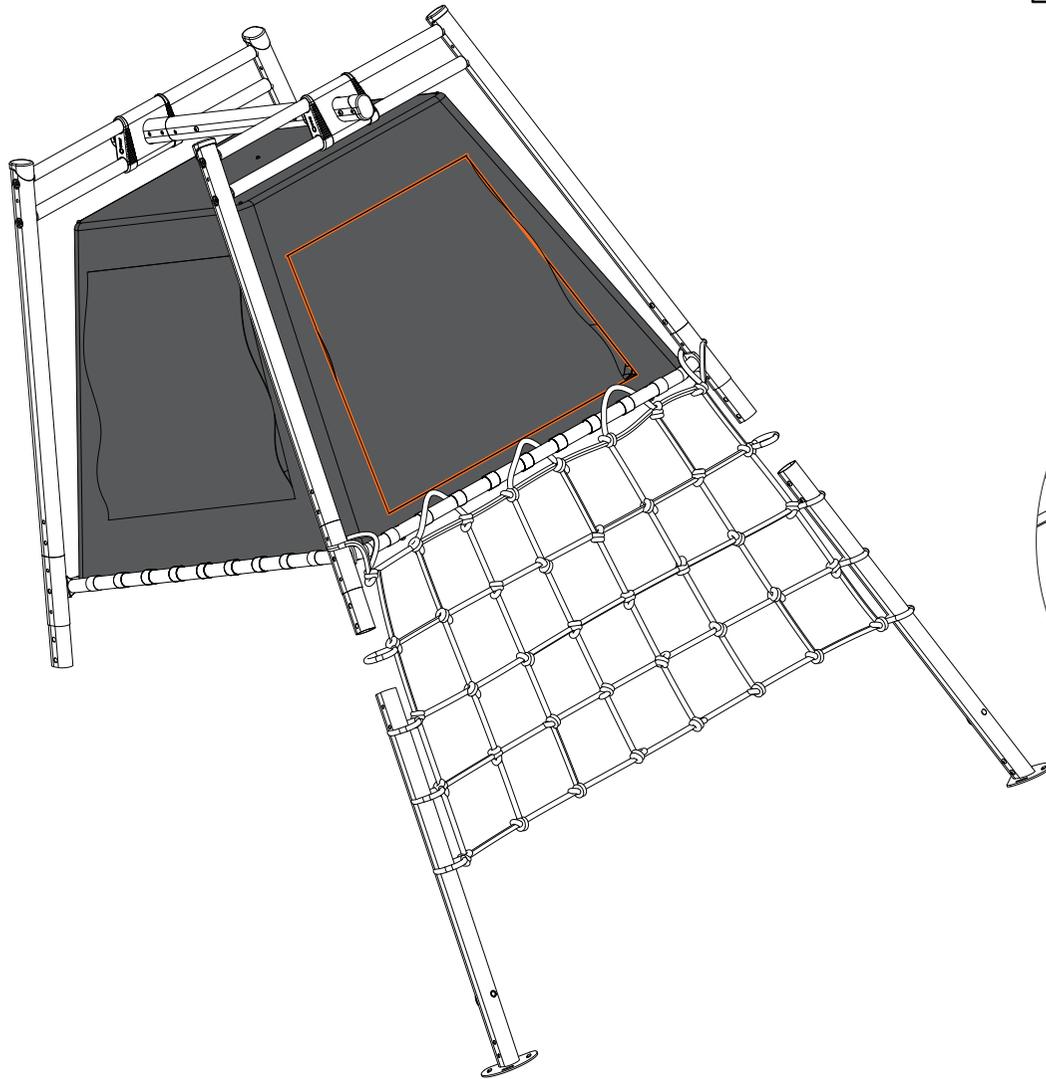


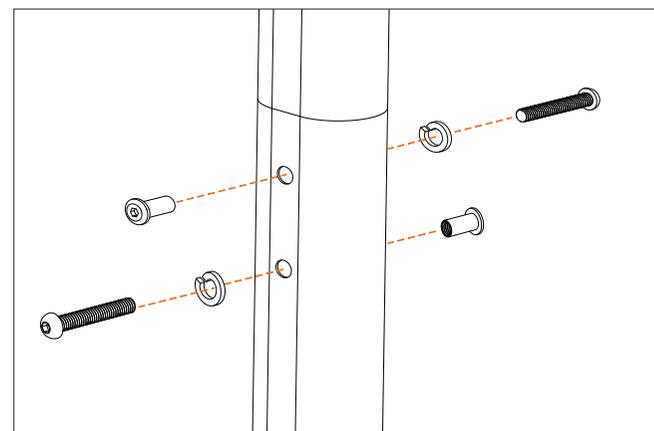
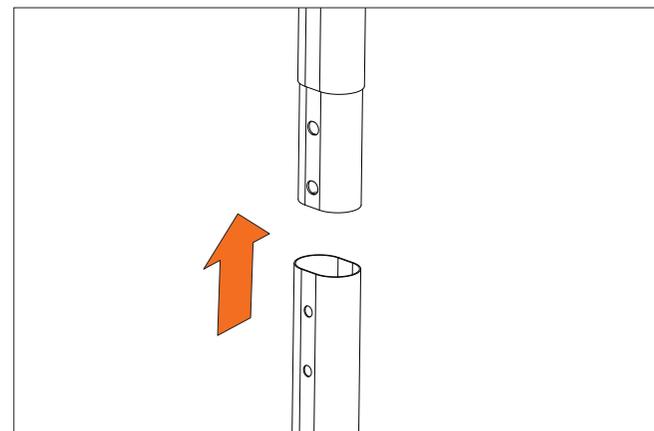
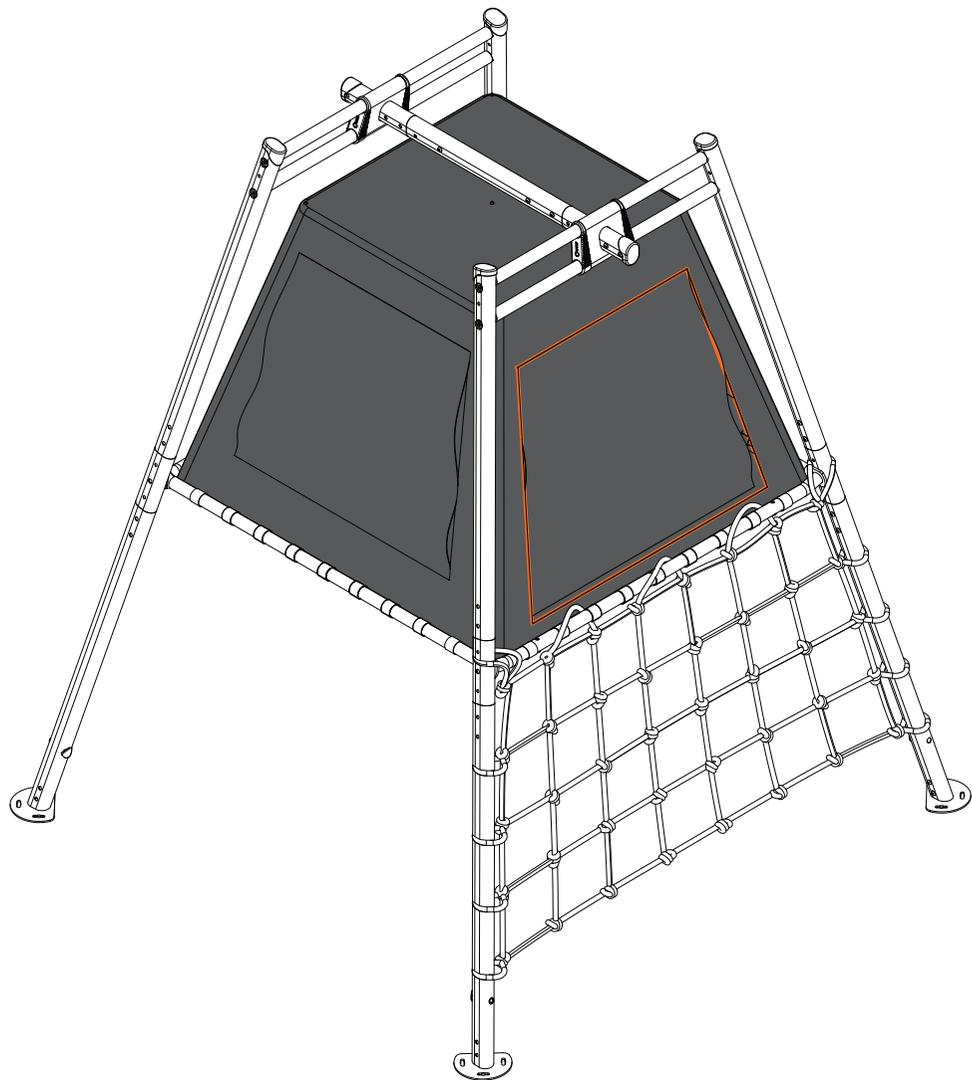


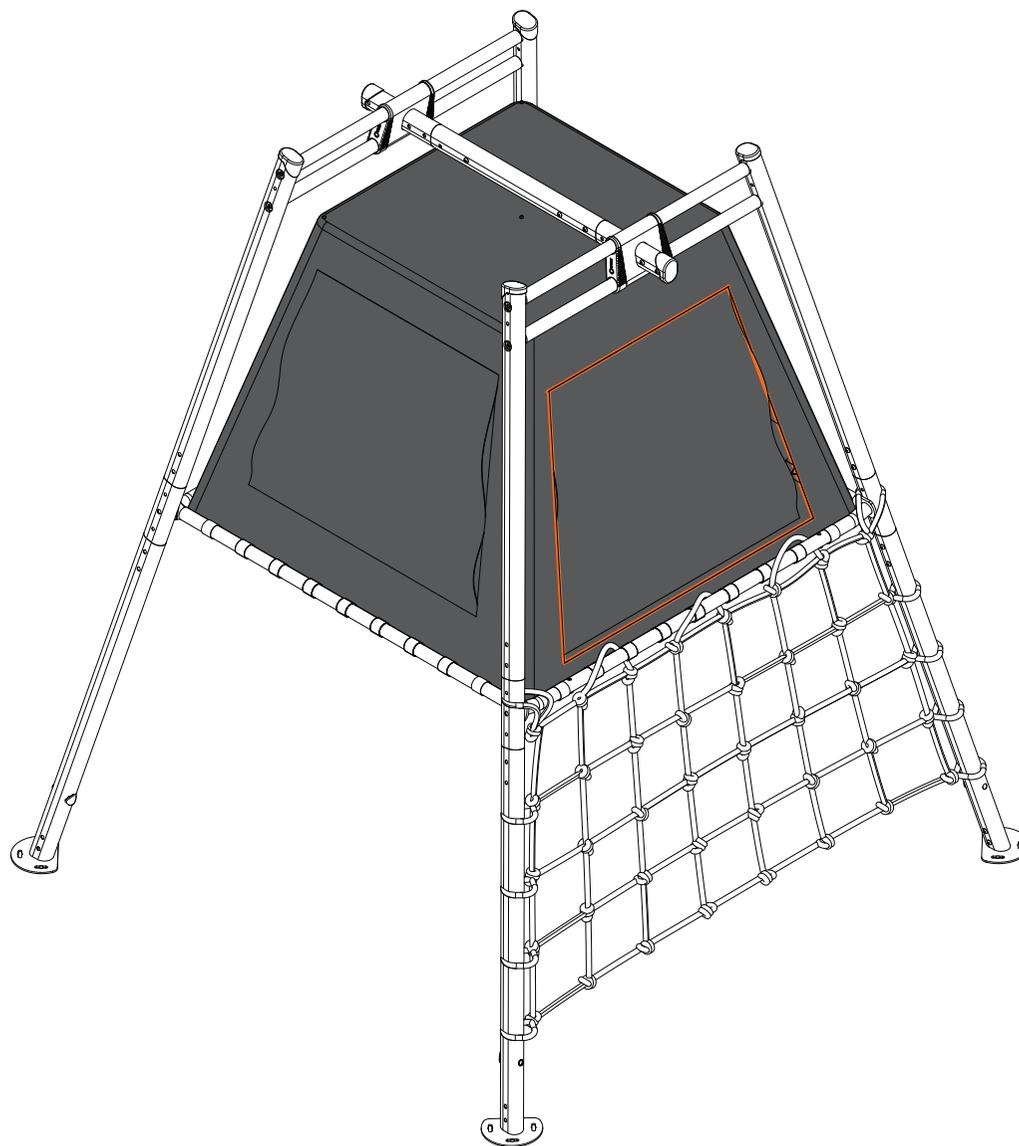
14



15



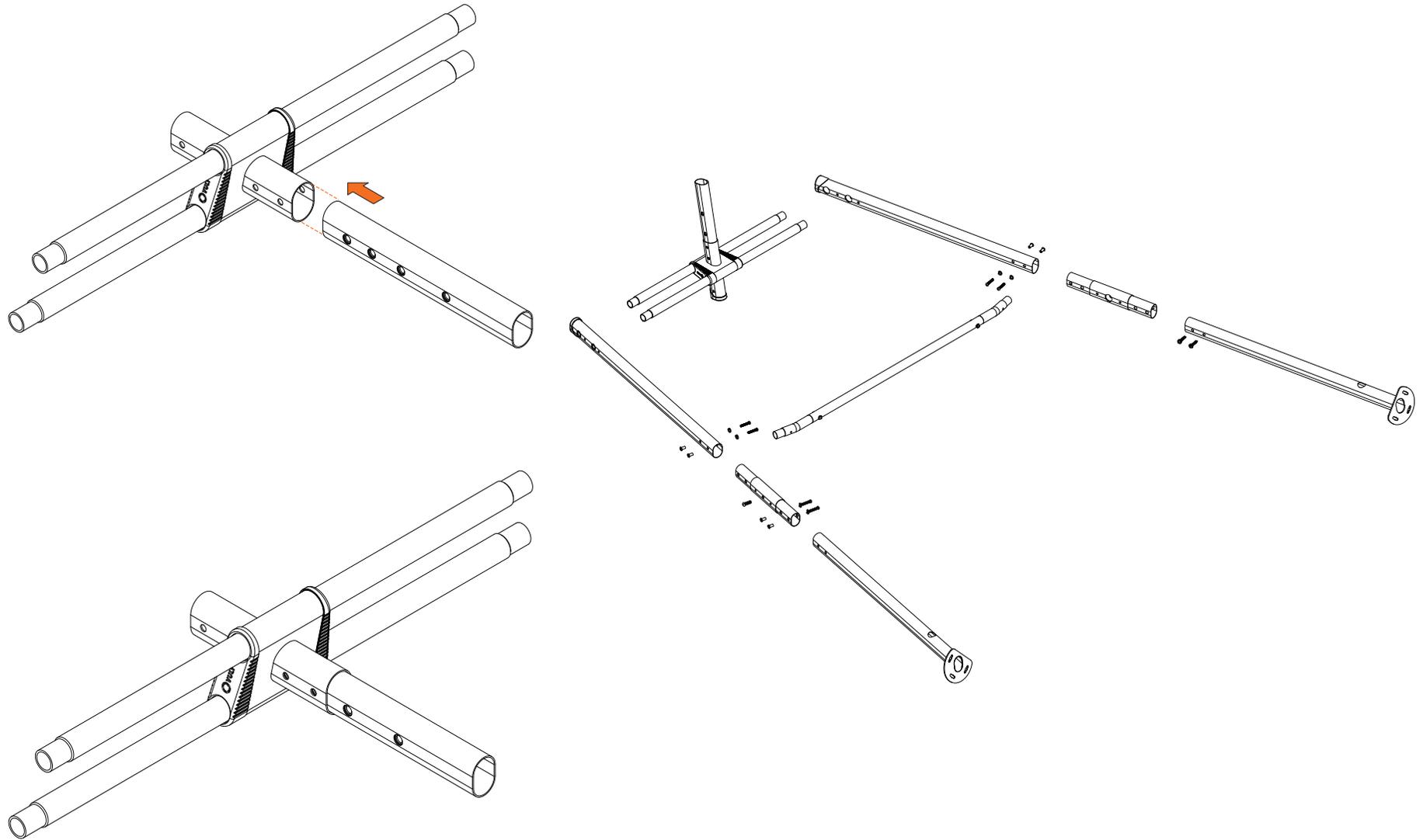




CONGRATULATIONS!

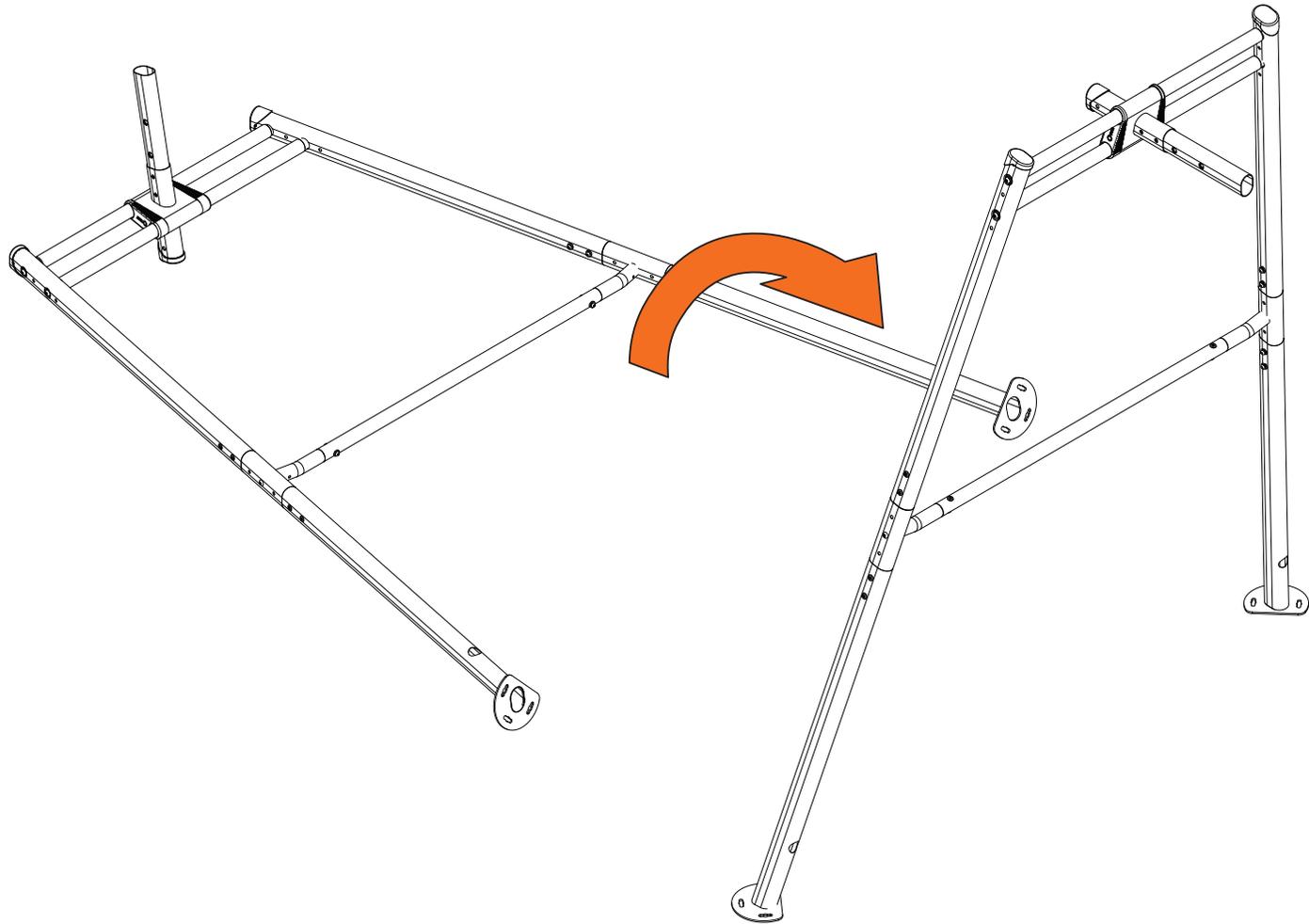
You have assembled your 360 Pro Max Cubby House.

17

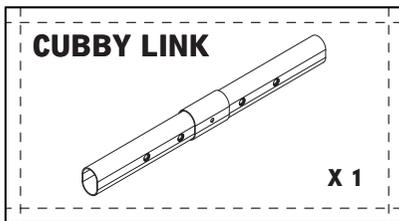
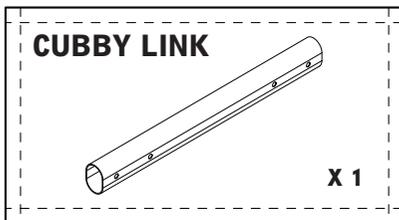
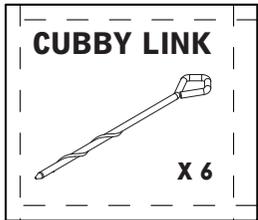
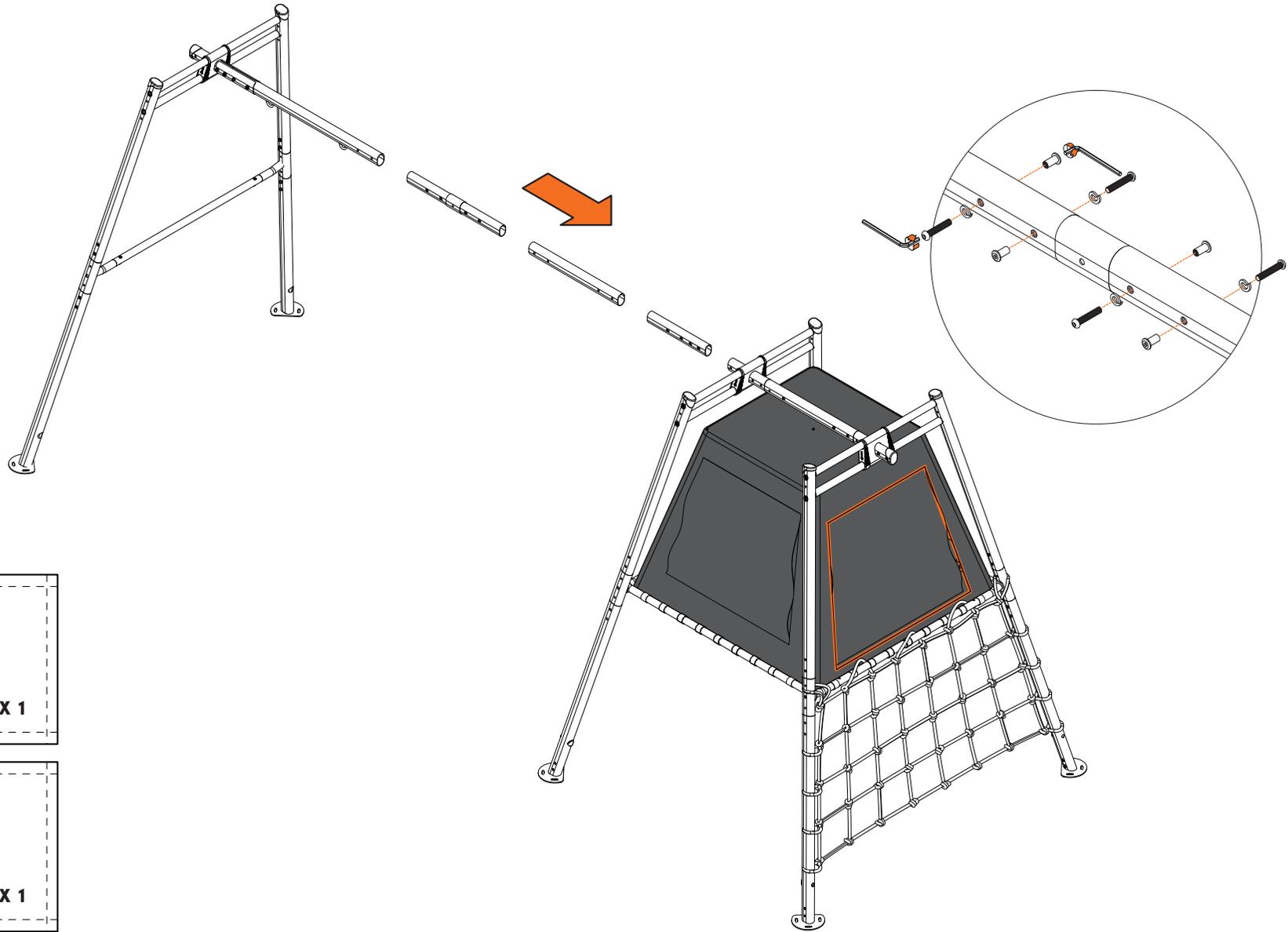


NOTE: Refer to Frame Instruction Manual



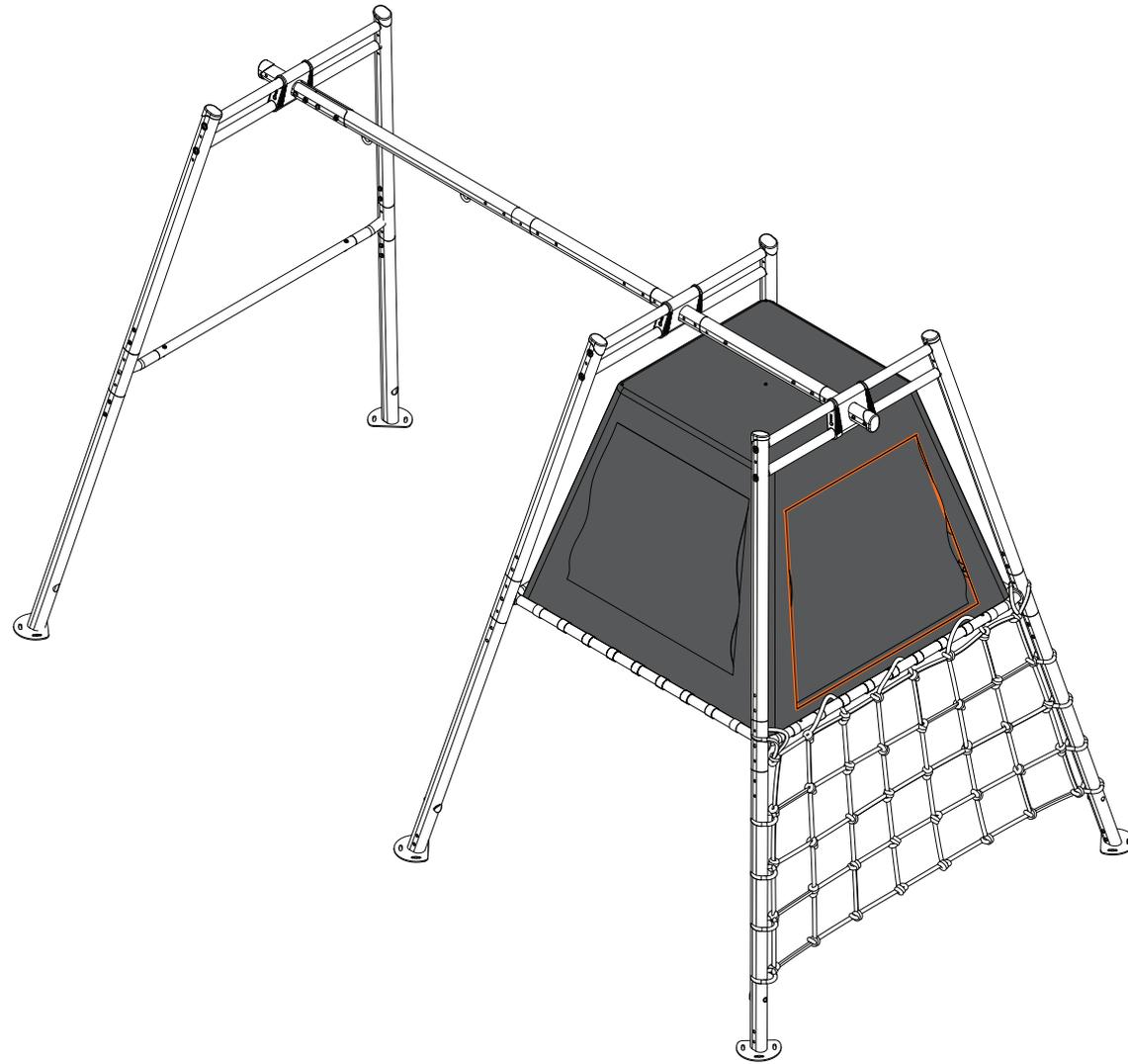


18 INLINE - SWING SET + CUBBY



NOTE: Add Upsize Kits for 2C and 3C accordingly.

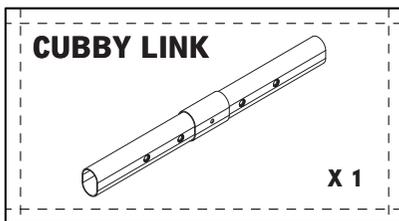
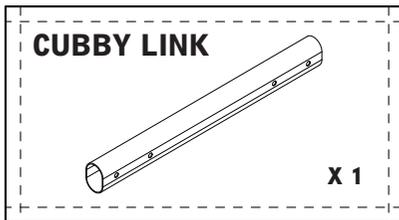
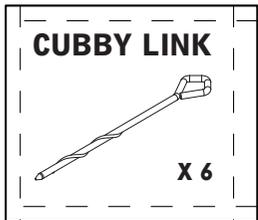
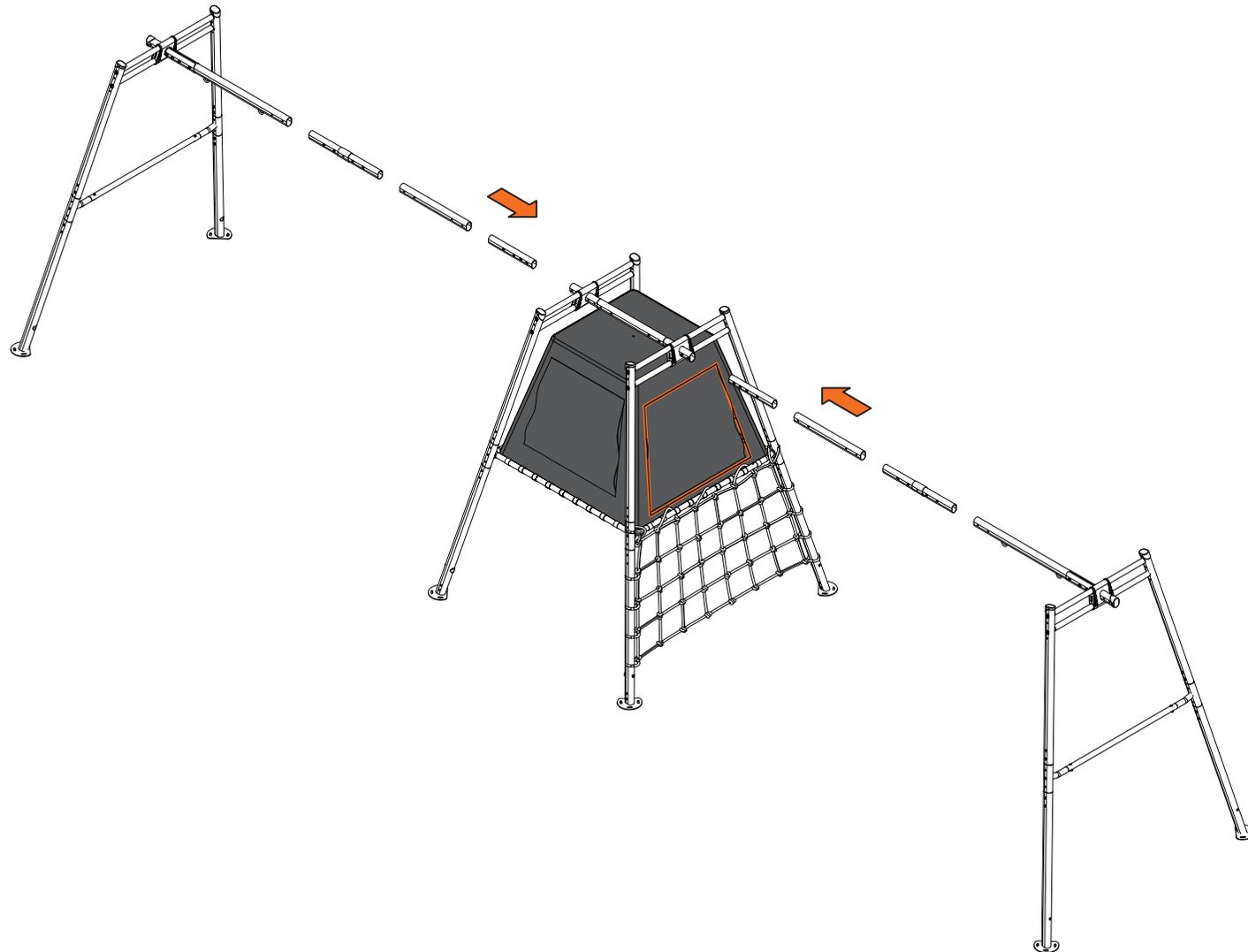




CONGRATULATIONS!

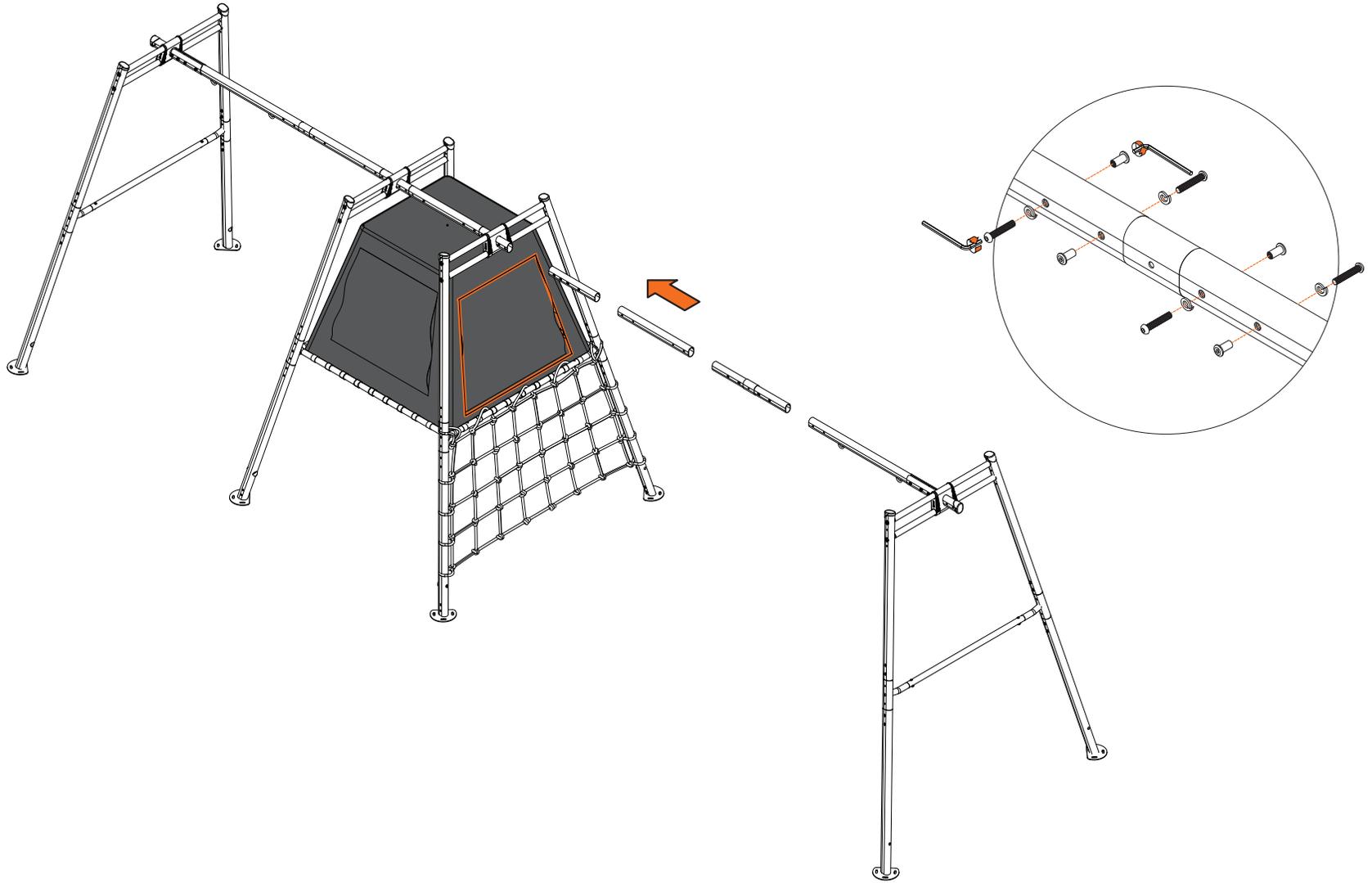
You have assembled your 360 Pro Max swing set.

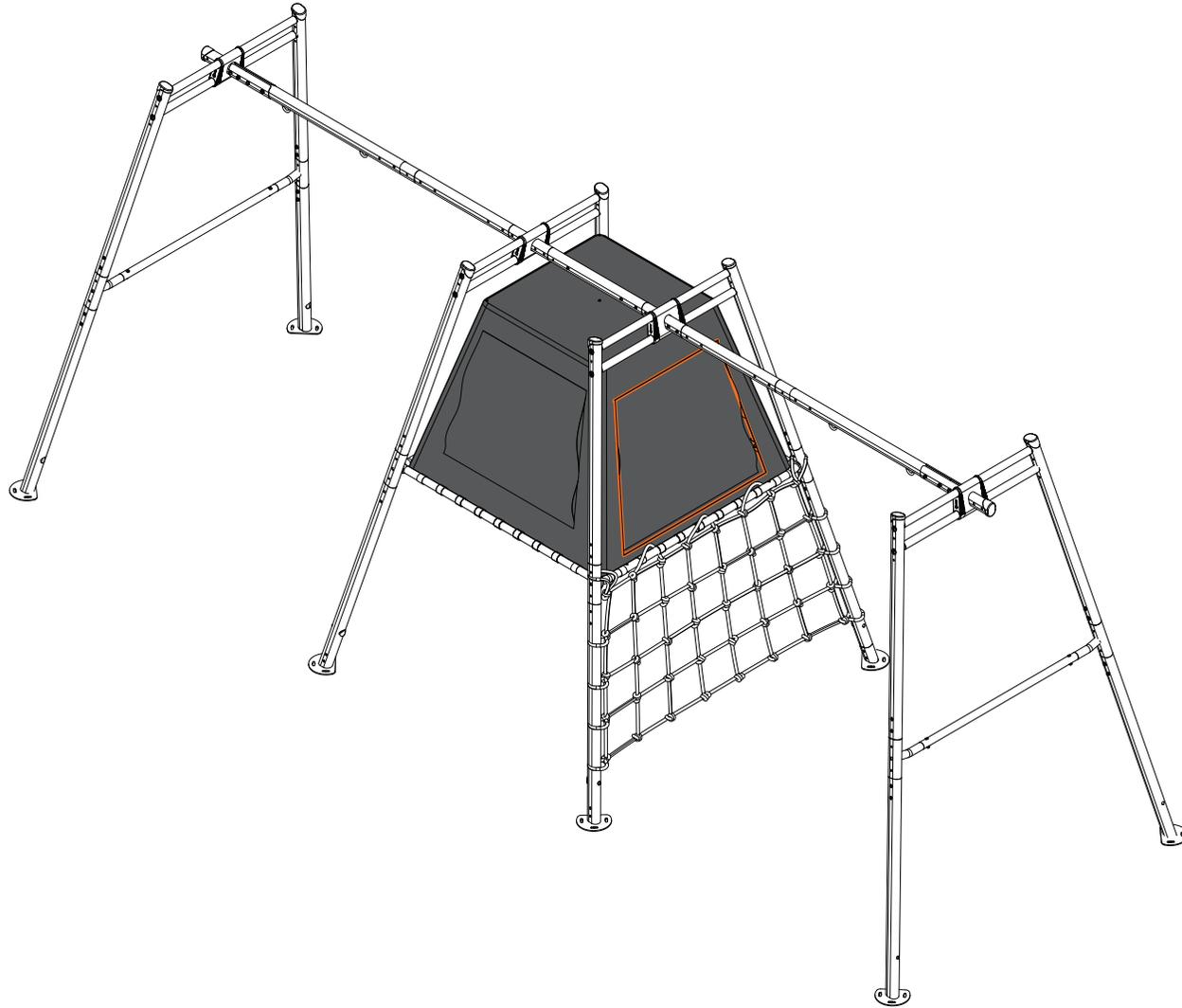
19 INLINE - SWING SET + CUBBY + SWING SET



NOTE: Add Upsize Kits for 2C2 and 3C3 accordingly.



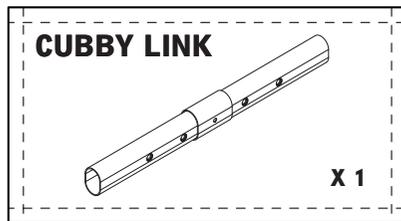
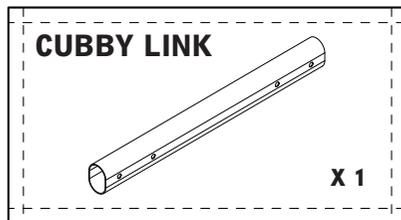
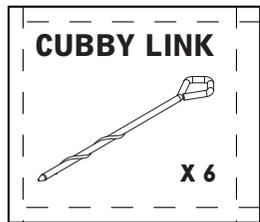
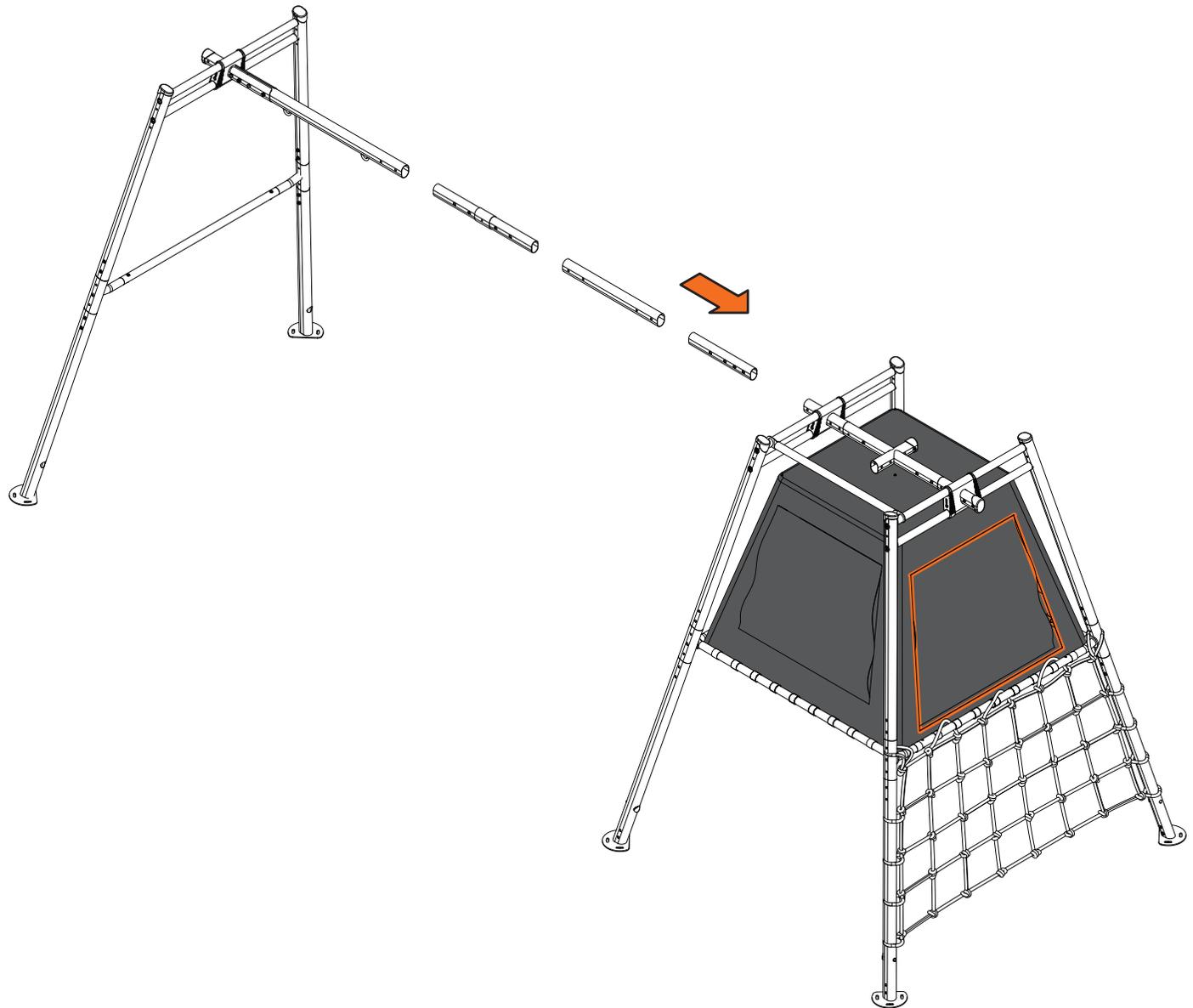


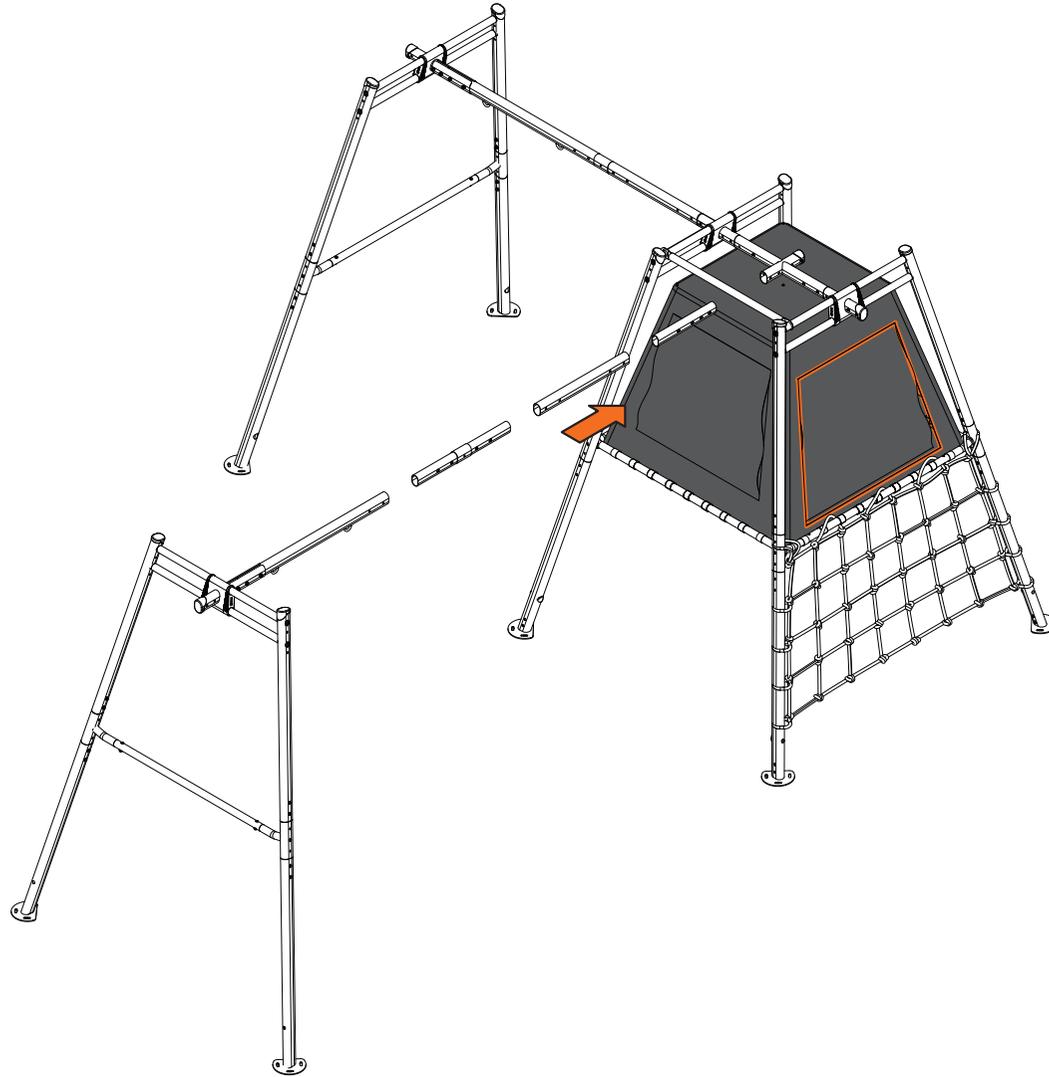
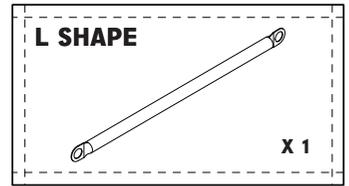
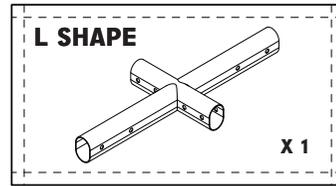
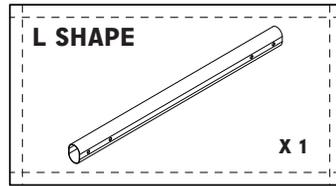
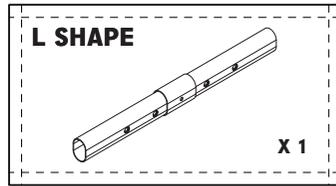
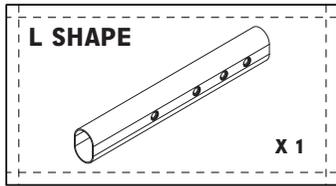
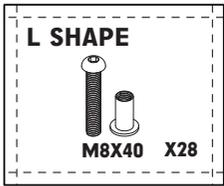


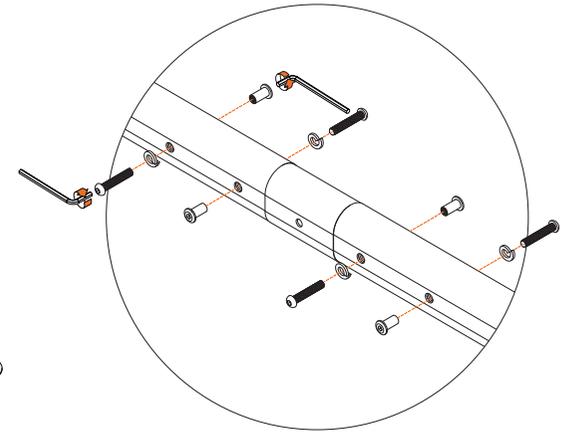
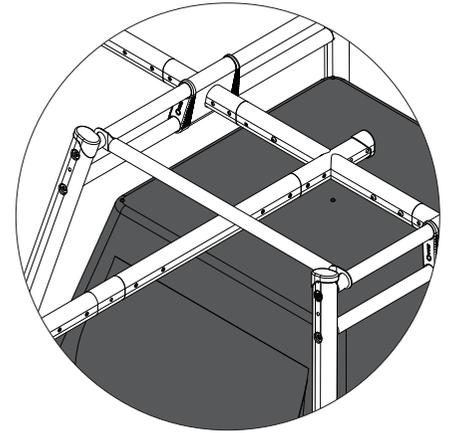
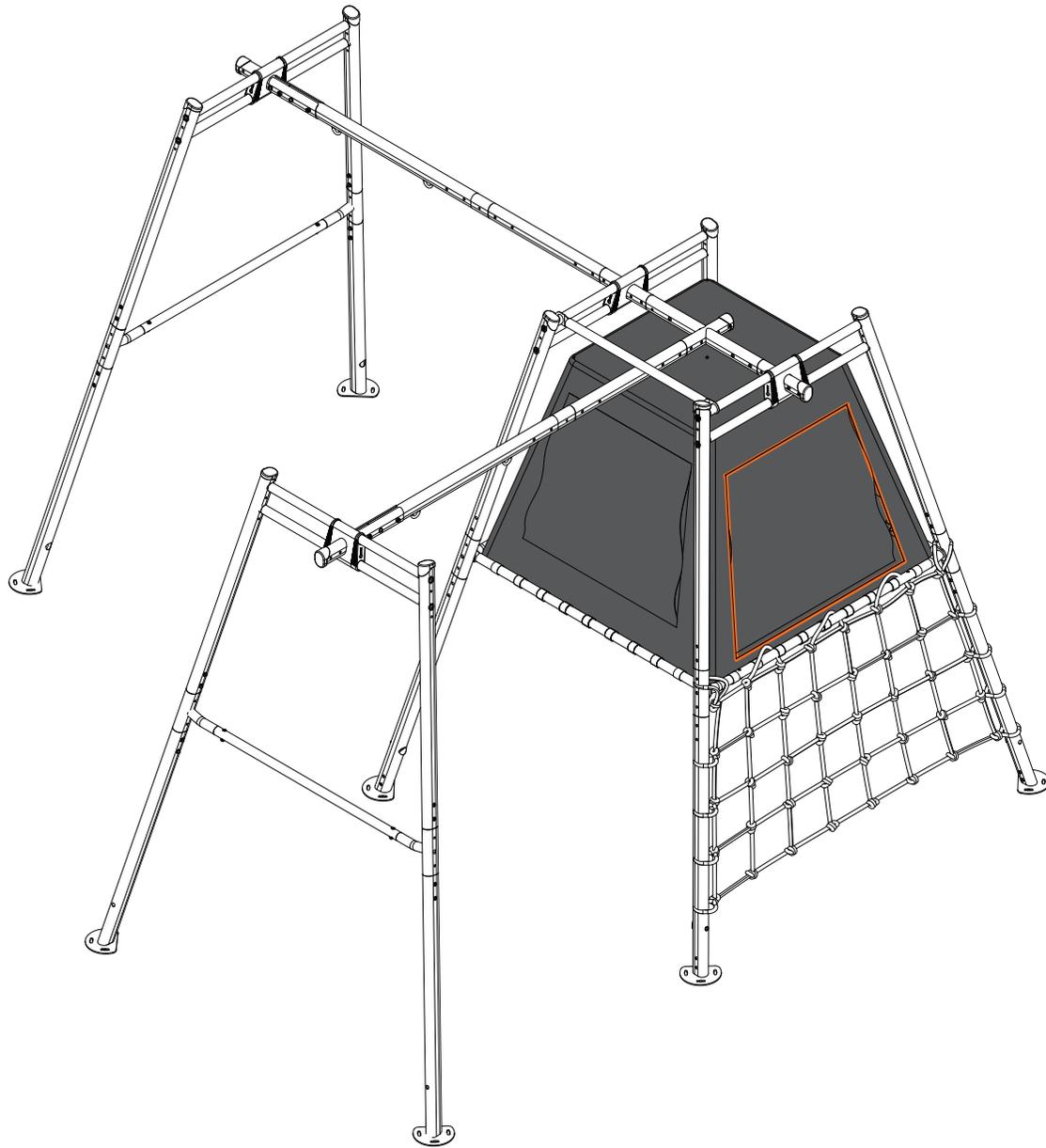
CONGRATULATIONS!

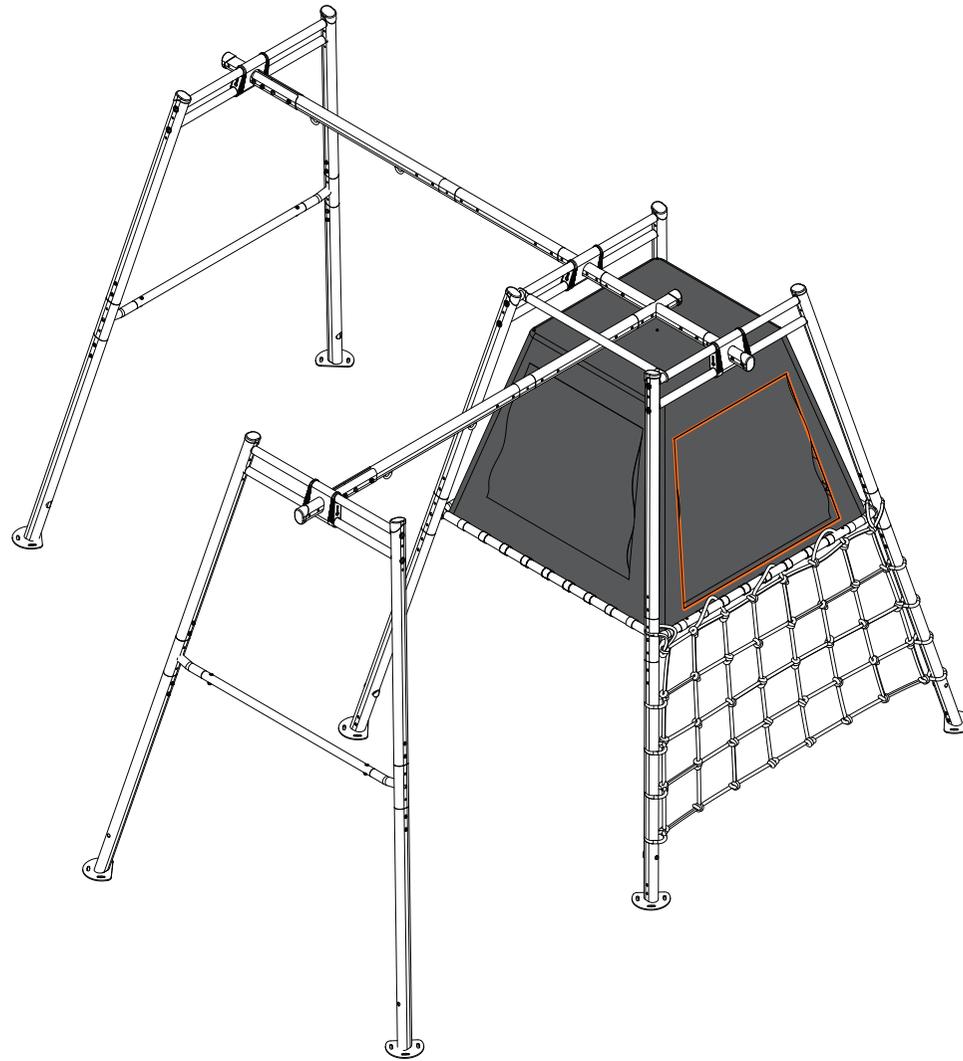
You have assembled your 360 Pro Max swing set.

21 L SHAPE









CONGRATULATIONS!

You have assembled your 360 Pro Max swing set.

7.0. Product registration

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.us/Support** and completing the form with a proof of purchase.

8.0. Half-price replacement parts

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 swing sets, these parts include the following elements of the frame:

- Tubes
- Joiners
- Rails

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

9.0. Warranty

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

9.1. 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, is for use under normal conditions and applies for:

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

SWING SETS

- 120 months [10 years] to the frame components.
- 24 months [2 years] to Swings.

ACCESSORIES

- 12 months [1 year] to purchased accessories or attachments not received during a promotional period.

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.

9.1.1. Second-hand purchases

Vuly warranties apply only for the original purchaser, to a product purchased from Vuly Play or an Authorised Reseller. On-selling a Vuly product voids all warranties.

9.2. 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.

9.3. Exclusions

9.3.1. 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.

9.3.2. 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.

9.3.3. 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.

9.3.4. 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.

9.3.5. 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.

9.3.6. 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.

9.3.7. 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.

9.3.8. Installation

This warranty does not cover any installation service. If a customer pays for installation of their Vuly product at the time of purchase, this is a one-time service only. The customer may not claim installation costs for any replacement parts.

9.4. 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.

9.4.1. Making a Warranty Claim

To fulfil a warranty claim, a customer must submit an online Warranty Claim at **VulyPlay.us/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.

9.4.2. 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.

9.4.3. 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.us/Support** – providing all required details.

9.4.4. 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.

9.4.5 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.

9.5. Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Uniform Commercial Code ("UCC").

For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

10.0. Missing parts

If a customer believes that a Vuly product does not include all necessary parts, they must immediately lodge a Missing Parts Claim at **VulyPlay.us/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.



See [VulyPlay.us/Terms](https://www.vulyplay.us/terms) for the most recent Vuly warranty policies, terms and conditions.