

HELPFUL FAQ'S



Things to Know Prior to Purchase:

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

A: [Click here](#) to determine if professional installation is available in your area.

Q: What is included in the price shown?

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

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

A: We will contact you 48 hours after purchase to set 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 Play Set model you are purchasing. Also make sure that there are not any overhead protrusions such as tree branches. Refer to the height of respective play set on our website.

Q: Is there extra cost for installing accessories?

A: The price is included with the cost of the accessory.

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.

Installation Terms and Conditions:

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

Any additional ground leveling 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 to help ensure that the installer is not surprised by anything out of the ordinary.

Pictures should be sent to Support@GorillaPlaysets.com.

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

Homeowner is 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 will be 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 condense all packaging materials and place them in or near your trash bins.

POST PURCHASE:

Q: Can you remove our old playset?

A: We do not offer removal services.

Q: What is your recommended maintenance of 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.

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

A: Our manuals can be conveniently downloaded online on HomeDepot.com.