



Frequently Asked Questions

FAQs

www.kaypark.com

Kay Park Recreation has been a manufacturer of commercial outdoor furniture since 1954. We offer a large selection of park and playground equipment and commercial grade site furnishings, including outdoor tables, grills, benches, trash containers, drinking fountains, planters, umbrellas, bollards, shade canopies and bike racks. We have a complete line of bleachers and grandstands, as well as some outdoor athletic equipment, play systems and a rental-duty fiberglass pedal boat.

Can I get color samples?

Yes, color samples are available for certain products. You can call (866) 741-8266 or email sales@kaypark.com to request color samples which can be mailed at no charge.

Can I purchase parts for my pedal boat?

Yes, parts are available for pedal boats. We have drawings you can use to determine what parts you may need. If your boat is older than 1994, not all parts we currently have may be compatible and may require some modifications on your end.

What does Surface Mount mean?

Surface mount installations are where the base of the object (such as a bench or table) is attached directly to the surface, typically with bolts or other fasteners. Suitable for areas where the surface is solid and stable, like concrete or asphalt. Easier to install and relocate if necessary. Ideal for settings where the surface condition is already finished and doesn't allow for digging or excavation.

What does Ground Mount mean?

In ground mounts involve placing a portion of the object into the ground, usually set in concrete, to secure it. Provides a more permanent and stable installation. Requires excavation and concrete work, making it more labor-intensive to install and remove. Commonly used in areas where a more secure installation is needed, such as parks or public spaces where vandalism could be a concern.

How long will it take to get my order?

Lead time varies depending on the production. We do have quick-ship items that ship in approximately seven days. To get lead time for your order you can call (866) 741-8266 or email sales@kaypark.com.

Will I get a tracking number?

Yes, we send shipment verification when your order ships. The shipment verification will contain the tracking number, website link to track, and the number of pieces to expect in your shipment.

Are specs or assembly instructions available before I place my order?

Yes, you can find most specification sheets or assembly instructions on our website. If you do not see what you are looking for you can call (866) 741-8266 or email sales@kaypark.com.

Can I cancel my order?

Any cancellation requests require approval from Kay Park. Cancellation is only applicable prior to an order shipping, if you wish to cancel once the order has shipped, please refer to return guidelines.

How long is my order going to be in transit?

Transit times vary by where your order is shipping. These can be determined if you call with the zip code we would be shipping to, and we can get an estimate from the freight carrier. Once products are shipped, we cannot control the transit times.

What does LTL mean?

LTL shipping means less than a truckload. If shipments are too large for ground shipment they ship LTL. Your shipment will arrive on a semi-truck and trailer. Unless a liftgate is requested, the customer is responsible for offloading the freight.

What is your warranty?

Kay Park guarantees all materials and workmanship (except labor and transportation) for one year, excluding vandalism, misuse, and acts of God. Claim for defects must be filed within one year, accompanied by a copy of the original invoice or invoice number. Call for details at (866) 741-8266.

What is your Return Policy?

Returns must be initiated within 60 days of receiving the product. Items must be in original packaging and unassembled to be eligible for return and a picture of each piece must be provided prior to scheduling pick up. A minimum 20% restocking fee will be applied to all returns.

The customer is responsible for all shipping costs associated with the return, including the original shipping cost to receive the items and the cost for it to be returned to our warehouse. Any credits will be subject to inspection upon return of the items.

What is your Delivery Process?**Delivery Services**

Call Ahead Service is an additional service offered by the freight carrier where the delivery company calls the customer prior to delivery to schedule a date/time that works for them.

Liftgate Service is an additional service offered by the freight carrier that will lower the shipment to the ground for customer upon delivery, without this service customer is responsible for offloading the shipment from the truck themselves.

Residential Delivery is an additional service offered by the freight carrier for any shipments that are going to a residence, as some residential streets can be difficult to maneuver.

Limited Access Delivery is an additional service offered by the freight carrier for any shipments that are going to a location that requires additional time and/or effort to navigate. Similar to the residential delivery service, but not specified to a residence.

Upon Delivery

IMPORTANT: Please count all packages and report any discrepancies to the driver, also note the discrepancies on the receipt at the time of delivery. Once delivered be sure to thoroughly inspect the items promptly and notify us within 72 hours of any shortage or damage.

Product Maintenance

Kay Park does not have a maintenance manual, but we recommend inspecting equipment annually. Hardware should be checked for loose or missing pieces. Any items that are damaged should be taken out of use until repairs have been made.
