

# ***Wandatech Limited Warranty Policy***

## **FRAMES**

All Wandatech's Side Post Aluminum Umbrella frames are warranted for a period of 1 year from the original date of dealer's invoice. Wandatech warrants that this product shall be free from defects in workmanship and materials under normal use and proper assembly as follows within the users setup manual.

What is covered?

**Rust or corrosion**

Wandatech will provide free parts to dealer/customer within the 1 year warranty period. If you have any question about the policy, please contact us for detail.

What is not covered: **DAMAGES CAUSED FROM WIND CONDITIONS ARE NOT COVERED UNDER ANY CIRCUMSTANCES!** Damage indicative of wind are broken rib assemblies & bent aluminum poles. Replacement of warranted items: will be determining by our discretion. In the event that the product was damaged by wind, misuse or not assembled properly, it is the consumer's responsibility to purchase the replacement parts and pay the freight on any such orders.

## **CANOPY COVERS**

Covers are warranted against fading from normal exposure conditions for the following:

1. Fabric C, D, E & H (Sunbrella): 3 years
2. Fabric A (SunDura): 1 year

## **TERMS & CONDITIONS**

1. All Claims for shortages, damage goods, shipment damage/errors must be made within 7 days after receipt of product. (Most of the times, 15 days of invoice date.) It is the dealers'/consumers' responsibility to check the contents for any damage, missing parts as soon as it is received. If any damage should occur during shipping it is the consumer/dealers responsibility to file a freight damage claim with the carrier. Most carriers require this to be done within 1-2 days. (See our General Terms and Conditions for detail.)

2. We will NOT accept any return merchandise for credit after 7 day period. (delivery)

3. All In-stock items returns are subject to a 25% restocking fee plus ALL freight charges. Custom order fabric order applies 50% plus all freights. (Custom order Replacement cover is Non-cancelable & refundable)

4. All Parts orders are non-refundable & non-exchangeable.

5. Warranty Request must be sent in along with a copy of the original sales receipt. We will not warrant any claim coverage unless both the sales receipts and request form are sent to us. Any items that are returned for warranty or non-warranty purposes must be issued a Return Authorization Number. Only upon issuance of a RA # and inspection by our QC department will credit or replacement of umbrellas be issued. It is the customers' responsibility to pay the freight on return products or replacement parts. ALL RETURNED ITEMS MUST INCLUDE THE RA# CLEARLY WRITTEN ON THE RETURN PACKAGE. If there is no valid & easily identifiable RA# on the package, the package will be refused by our warehouse personal.

6. Order cancellations must be requested via FAX or e-mail. Any order that is cancelled after shipping will be subject to a 25% re-stocking fee and freight charges. It is the responsibility of the dealer to pay the freight charges both to and from Shade Depot on any cancelled order, once it has been shipped.

7. BY ORDERING THE GOODS YOU EXPRESSINGLY CONSENT TO OUR GENERAL TERMS, CONDITIONS, RETURN AND WARRANTS OF SALE AS HEREIN PRINTED.

8. Effective date: Dec. 1st, 2008