



Warranty

You must retain the original receipt to obtain warranty service.

LIMITED 1 YEAR WARRANTY: The manufacturer will replace any part found to be defective in material or workmanship within 30 days of purchase date. The purchaser must contact the manufacturer's customer service department. After 30 days of purchase date the warranty is limited. The manufacturer, at its option, will repair or replace the defective parts. Proof of purchase (dated register receipt) and photos are required for all warranty claims. It remains the customer's responsibility to pay for freight and packaging charges to and from the service center. The warranty is to the original purchaser and is non-transferable. Any replacement or warranted items will be in the original style and color, or similar style and color if the original is unavailable or has been discontinued.

EXCLUSIONS: Gazebos/Pergolas/Pavilions used for commercial, contract, or other non-residential purposes are excluded. Damage due to acts of nature, misuse, improper assembly or maintenance, collapse, settling of ground or base structure. Discoloration, fading, mildew, corrosion and rusting are excluded

LIABILITY: Inside Out Intl LLC, Shade N Shelters LLC, and Retailer disclaim any and all liability for personal injury, property damage or loss resulting from the incorrect attachment, improper use, inadequate maintenance, unapproved modification, or neglect of this product.

Please contact our Customer Service for assembly assistance or replacement parts. Do not return to the store without authorization.

Customer Service Contact Information:

Hours: Monday - Friday 8:00 a.m. - 5:00 p.m. Central Time (CT)

Phone: 1-888-607-4417

Email: service@shadenshelters.com