

Fiberlite Umbrella Warranty Information

FABRIC

Fiberlite Umbrellas uses awning/marine-grade, acrylic, 9 oz. fabric as the standard on all of our umbrellas. Furniture grade fabric is not recommended or warranted because it is too soft and stretches easily. Texoline and polyesters may be used, but they also do not fall under our warranty.

SHIPPING

Fiberlite Umbrellas' preferred carriers are FedEx Ground for all smaller umbrella orders and Southeastern Freight for all larger shipments, including all filled bases. All one-piece pole orders of more than two umbrellas will have to ship truck line due to the length restrictions. If a customer prefers to use a different truck line carrier or their own shipping account at one of our preferred carriers, there will be a handling fee only.

RETURNS

Fiberlite Umbrellas requires all returns to be authorized by a Fiberlite representative prior to return shipment. The customer is responsible for providing the umbrellas to Fiberlite to inspect and repair them. If the umbrellas are warranted, then Fiberlite will pay for the return shipping. If the umbrellas are not warranted, then the customer will be billed for the repair and any shipping charges.

WARRANTY

Fiberlite Umbrellas includes a comprehensive, five-year commercial warranty on all our umbrellas that have a fiberglass pole and awning-grade fabric. This warranty does not cover any other fabric, including fabric provided by the customer. Logos and silk screens, aluminum cranks and poles, wood-bottom poles and any custom designs are not covered under this warranty.

All Fiberlite Umbrellas must be closed in extreme windy conditions or with any threat of inclement weather conditions. This warranty does not include any acts of God, weather related damage, failure in securing umbrellas, misuse, vandalism, neglect or wind-related damage. All warranty claims are subject to prior inspection from a Fiberlite representative.

PROMISE

Fiberlite Umbrellas promises to keep our umbrellas American-made, manufactured to the highest standards in our industry. We will never compromise our values or the integrity of our products under any condition. We at Fiberlite believe that there is no benefit in gaining success in this world by losing your values and your beliefs to achieve it.

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Official Distributor

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