LIMITED MANUFACTURERS WARRANTY

This limited warranty is provided by The Shade Experts USA to the original retail purchaser. The Shade Experts USA constructs its shade structures with the finest materials available. We test our products in extreme weather conditions to ensure durability and years of worry-free service. The Shade Experts USA personnel follow specific quality control procedures and inspect each product to ensure freedom from any type of manufacturer defects in material or workmanship.

We strive to produce shades that will exceed your expectations and provide a shade experience like no other. Our limited warranty protection listed below covers manufacturer's defects only. All parts of our shades are replaceable.

The Shade Experts USA does not recommend or warrant the deployment or use of any collapsible shade system in wind conditions that exceed 25MPH. The Shade Experts USA will only warranty products which are properly secured to an adequate base or anchoring system. In addition, The Shade Experts USA will not cover any damage to a shade or base which occurs as a result of contact with the ground or any foreign object including damage which occurs as a result of sudden and severe weather events or other extreme acts of nature.

In general, The Shade Experts USA recommends that all collapsible shade products be securely closed when not in use. The Shade Experts USA can recommend specific base weight and anchoring systems for specific umbrella types, sizes and shapes. The Shade Experts USA will only warrant the safe, sensible and reasonable operation of our shade structures within the recommended deployment guidelines.

10 YEAR LIMITED WARRANTY

Metal Mast, hubs, base, mast arms and stainless-steel hardware stainless-steel fasteners. If warrantable damage occurs to the hubs, mast, base, mast arms or stainless-steel hardware, The Shade Experts USA will replace or repair any item listed in this category at its discretion. Superficial damage, including any type of scratches or abrasions caused from contact with the moving components of the frame itself or canopy during normal operation are not eligible for warranty coverage unless the damage comprises the structural integrity of the frame. **(1) YEAR LIMITED WARRANTY** on Iroko Wood post and arm.

From the date of original purchase when used in compliance with directions as outlined in the manufacturer's instructions, which includes reasonable and necessary maintenance by the consumer. Failure to follow the given assembly, maintenance and care instructions may void your product warranty. To be covered under this warranty, claims and repairs must be made by/to the authorized dealer. The repaired unit/parts will be returned to the consumer freight prepaid.

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10 LIMITED YEAR WARRANTY

Salueda Marine Grade acrylic fabric & Serge Ferrari 502 Preconstraint fabric

Our controls and technical tests, conducted in qualified laboratories over the years, show that Sauleda fabrics and Serge Ferrari 502 Preconstraint fabric have a longer life than the term stipulated in the limited warranty.

Our 10-year limited warranty protects against normal exposure to the sun and atmospheric agents. Our warranty covers loss of color and loss of strength from normal usage and exposure conditions including sunlight. The limited warranty covers only the replacement of the fabric necessary to restore the umbrella, without including any other items including installation. The limited warranty excludes the following: Physical Damage: Rips, burns, tears, holes, and stains are not covered. Damage from wind-driven abrasions or contact with foreign objects (like hitting the ground) is excluded. Any deterioration that occurs through regular, expected use over time is not eligible for a claim. Damage resulting from improper use, lack of maintenance, or leaving the umbrella open during high winds, exceeding 25 MPH is not covered. Damages produced by inappropriate installation, maintenance, handling or cleaning with abrasive products accidents, misuse and negligence, Insufficient maintenance, the use of unsuitable products or tools, improper use of detergents, chemical products or solvents, scrapers or abrasive brushes, or other tools that may harm the fabric, unusual weather conditions, air pollution, use of pesticides, soiling caused by animals, bird excrements. Faults resulting from the assembly, improper handling by user. Fall of objects on the fabric, cigarette burns, firecrackers, flares or others, fire, placing objects on the fabric, car accidents, and vandalism. The Shade Experts USA shall not be responsible for the cost involved in disassembling the old umbrella and installing the new one. The limited warranty is valid once the required expert valuations have been conducted.

5 YEAR LIMITED WARRANTY

Connecting Brackets, pulleys aluminum canopy struts, ribs, winch. Superficial damage, including any type of scratches or abrasions caused from contact with the moving components of the frame itself or canopy during normal operation are not eligible for warranty coverage unless the damage comprises the structural integrity of the frame. From the date of original purchase when used in compliance with directions as outlined in the manufacturer's instructions, which includes reasonable and necessary maintenance by the consumer. Failure to follow the given assembly, maintenance and care instructions may void your limited product warranty.

To be covered under this limited warranty, claims and repairs must be made by/to the authorized dealer.

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(3) YEAR LIMITED WARRANTY

Powder coat finish of frames and bases shall be free from flaking, bubbles, peels or loses of color within (3) year from the date of purchase provided the product has been maintained according to care and maintenance provided. The Shade Experts USA will replace or repair any paint finish damage at its own discretion.

The limited warranties outlined above cover only manufacturer defects only, not damage caused by the product striking the ground, other objects meeting the umbrella or significant acts of nature. The redeemable value of all limited warranties shall be prorated over the life of the specific limited warranty itself. In all cases the warranty, claimant shall be responsible for all shipping and/or freight charges incurred by claimant or The Shade Experts USA as a result of the warranty claim. Warranty covers only parts and the labor to manufacture the parts for non-fabric claims. Labor for installation of parts covered under The Shade Experts USA is not included. Fabric warranties shall never include the cost of labor and any associated fabrication costs. All warranty claims must be submitted with an original proof of purchase, a description of damaged product, including how the damage occurred along with photos of the damaged product. The foregoing warranties may not be assigned and are available only to the original purchaser of The Shade Experts USA products. The Shade Experts USA reserves at its sole discretion the right to repair, replace, or redesign any product that is returned because of a warranty claim.

WIND AND WEATHER EXCLUSION

This limited warranty does not cover damage caused by wind, rain, lightning, or other "Acts of Nature." Damage such as bent ribs, snapped poles, or torn fabric resulting from wind exposure is considered accidental damage and is not a manufacturing defect. All umbrellas must be closed and secured when not in use or during any period of wind. This warranty is void if the damage occurred while the umbrella was left unattended in an open position or subject to wind speeds exceeding 20 mph. Damage caused by "kiting" or the umbrella blowing out of its base is not covered. All umbrellas must be closed and secured when not in use or during any period of wind.

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EXCLUSION: This warranty does not cover damage caused by environmental conditions, including but not limited to rust, oxidation, or corrosion. These are considered natural reactions to moisture and air exposure and are the responsibility of the user to manage through proper care and storage. This limited warranty specifically excludes rust, pitting, and corrosion of any kind for products used within five (5) miles of the ocean are subject to salt-air corrosion; failure to regularly rinse the frame with fresh water and dry it thoroughly will void any claims related to frame integrity. The warranty does not cover scratches or abrasions caused by physical contact, such as metal-to-metal contact during operation, storage, or touching tabletops. Damage resulting from salt or chloride accumulation on the powder coat is not covered if regular cleaning; rinsing with fresh water is not performed.

This warranty is limited to manufacturing defects only. It does not cover damage resulting from user error, improper assembly, accidental drops, or hitting the umbrella against other objects, fading, scratches, cosmetic changes or minor corrosion that occur over time, any alterations to the umbrella made by the owner.

This Limited Warranty is non-transferable and applies solely to the original retail purchaser for the duration of the warranty period, provided the product remains in the possession of said purchaser.

The Shade Experts USA reserves the right to inspect all claimed defects. If, upon inspection, it is determined that the failure was caused by wind, misuse, or any factor other than a manufacturing flaw, the claim will be denied.

Disclaimer of Damages:

Except as provided in this limited warranty, The Shade Experts USA is not responsible for direct, special, incidental or consequential damage resulting from any breach of warranty or condition. This includes, but is not limited to, damage to other property personal injury

For questions regarding your warranty please contact us at:

info@theshadeexpertsusa.com

www.theshadeexpertsusa.com

Please retain your original sales receipt, it is required for all warranty validations

Effective date January 1,2026

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