

Warranty

ShadeFX™ products are warranted to be free of defects in material and workmanship for twelve years from the date of installation of the canopy system. During the first 5 years, parts, labour, and shipping (if applicable) are covered. During this period it is the responsibility of the purchaser to notify ShadeFX Canopies Inc. or its representative/dealer, of any claimed defect. Upon investigation, and subsequent confirmation of a legitimate defect, ShadeFX Canopies Inc. will at its option and expense either repair the canopy or provide a replacement. After the first five years of warranty expires, the warranty is limited to replacement of parts associated with the mechanical components of the system and is prorated for the remaining seven years of warranty and does not include shipping and labour costs associated with warranty support. The canopy and the motor (if applicable) are covered by their respective manufacturer's warranties. The foregoing does not cover and ShadeFX Canopies Inc. (SFX) makes no warranty with respect to:

1. Failures not reported to SFX within (30) days of delivery/installation.
2. Failures or damage due to negligence, other than that of SFX, accident, abuse, improper installation, improper operation or abnormal conditions including abrasion with adjacent objects, or discoloration, staining, or physical damage from natural flora or fauna.
3. Shade canopies that have been in any way tampered with, repaired or altered by anyone other than an authorized representative of SFX.
4. Shade canopies damaged in shipment or otherwise without the fault of ShadeFX Canopies Inc.
5. Expenses incurred by the Purchaser in an attempt to correct or repair any alleged defect.
6. Any losses, costs, expenses, liabilities and damages (including but without limitation to loss of use or profits, damage to persons or property, all liabilities of the purchaser to its customers or third persons, and all other special or consequential damages), whether direct or indirect, and whether or not resulting from or contributed to by the default or negligence of ShadeFX Canopies Inc., its agents, employees or subcontractors, which might be claimed as the result of the use or failure of the product shipped. Purchaser shall not return canopies or parts thereof alleged to be defective without the approval of SFX. All parts claimed defective shall be substantially manifested by the purchaser to the satisfaction of SFX prior to any product being returned to the factory. The SFX factory will not accept collect shipments without prior written approval and authorizing claim code. SFX makes no further warranty, either express or implied or by trade usage in connection with the design, sale or use of its products. The liability of ShadeFX Canopies Inc. on its warranty shall in no event exceed the cost of correcting the defects in the product sold or replacing the same with non-defective product. This warranty stated herein is in lieu of all other warranties expressed or implied, or merchant ability, or fitness for particular use and under no circumstances will Seller be liable for incidental or consequential damages.

Component Manufacturer Warranties

If your Warranty issue involves the canopy fabric or the motor drive, ShadeFX will facilitate support and continue to be your one point of contact to resolve any claims within the coverage

Sunbrella Fabric Canopy Warranty

This limited warranty is valid only if a copy of the invoice for the item purchased is submitted showing date of original purchase. What Is Covered? - This limited warranty covers the fabric becoming unserviceable because of loss of color or strength from normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals. Consumer is responsible for normal care and cleaning of the fabric. This warranty covers fabric only. Glen Raven's liability is expressly limited to this warranty. How Long Is The Coverage Period? - For Sunbrella®, Sunbrella Plus® and Sunbrella Firesist® this limited warranty coverage runs for five years from the date of original installation. What Will Glen Raven Do? - Glen Raven will supply new fabric free to replace the fabric that becomes unserviceable. How Can You GET Service? - Call the dealer or retailer from whom you purchased the product, to inspect the claim. They, in turn, will contact the manufacturer of the item purchased. The manufacturer will then contact Glen Raven and secure replacement fabric for you.

Somfy Drive Motor Somfy Warranty

Somfy Drive Motor Somfy offers end product suppliers a 5 year warranty on all motors and controls. Specifically, Somfy warrants its motors and controls to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date stamped on each product. If the Somfy product fails within this 5 year period, we will repair or replace it free of charge through your end product supplier.

Maintenance

ShadeFX is designed to be a maintenance free system. There is no need to lubricate, clean or adjust anything in the mechanism or motor system. Fabric maintenance is limited to reasonable cleaning of the fabric when it becomes soiled or stained. The fabrics are made for heavy duty outdoor use. In all cases a powerful hose-off (not pressure wash) with a mild brush scrubbing (no soap) is all that is needed to remove more stubborn stains/dirt.

