The Shadowspec Warranty

Shadowspec umbrellas are produced with the greatest care and meet the strictest quality standards. Read further for detailed warranty information:

Shadowspec guarantees that Shadowspec Umbrellas, that are installed in accordance with our guidelines, will be free of defects in materials and workmanship for the period of time as set out and specified below:

Umbrella Model	**Umbrella Fabric***		**Umbrella Frame**		**Protection Cover****
Current Models:	Residential	Commercial	Residential	Commercial	
Shadowspec Serenity™	10 Years	3 Years	6 Years	3 Years	3 Years
Shadowspec Unity™	10 Years	3 Years	6 Years	3 Years	3 Years
Shadowspec Retreat™	3 Years	1 Years	3 Years	1 Years	1 Years
SU2 Cafe & Resort Umbrella	2 Years	2 Years	3 Years	2 Years	1 Year
SU4 Tilting Offset Umbrella	5 Years	2 Years	3 Years	2 Years	2 Years
SU10 Commercial Centre Pole	5 Years	2 Years	3 Years	2 Years	2 Years
Previous Models					
SU6 Multi-Canopy Umbrella	5 Years	2 Years	5 Years	2 Years	2 Years

SU7 Rotating Cantilever Umbrella	5 Years	2 Years	5 Years	2 Years	2 Years
SU3 Wall Mounted Umbrella	1 Year	1 Year	1 Year	1 Year	1 Year

***The Fabric Warranty Relates to the Umbrella Canopy. **Protection Covers have a separate warranty.**
Protection Covers are optional on nominal products.

Residential and commercial warranties are separate as per the table above.

All optional accessories have a 1-year warranty including but not limited to: Rain gutters, drop blinds, smart batteries, hard-wire kits and castor wheels. Mounting options are included in the frame warranty. Time periods are applied from the date of invoice.

The obligation of Shadowspec under this warranty is limited to faulty manufacturing, defective materials and mechanical failure when your umbrella has been used and cared for appropriately from the date of invoice. If an umbrella is repaired under warranty, the warranty period will not be extended.

Shadowspec shall, at its sole discretion, determine whether repair or replacement is appropriate.
This warranty does not cover the following:

- Damage caused by an accident, negligence, storm, wind, accumulation of water or snow, or caused by an act of God, incorrect installation, not following Shadowspec's Care and Maintenance instructions, incorrect use or natural ageing and fading.
- Damage caused by exposure to hazardous atmospheric situations due to industry or a high salt level.
- Small colour variations between the fabric and the colour samples and between the components and profiles are caused by the manufacturing process.
- Damage by a third party.
- Repair by a third party or labour costs.

Your Shadowspec Umbrella is designed to handle conditions in which people are comfortable relaxing outdoors, and more. This warranty doesn't protect against your umbrella Fabric Canopy becoming unserviceable due to strength loss from normal usage and exposure conditions. The foregoing sets out the extent of this warranty.

Shadowspec shall not otherwise be liable or responsible for any direct, indirect, incidental or consequential damage, costs or losses of any kind arising out of or in connection with your umbrella or components or for any delay by Shadowspec or the component manufacturer in undertaking repairs or replacement under this warranty.

Except as expressly provided herein, all other warranties, representations, conditions, undertakings, rights, duties or liabilities, whether arising by implication of law or otherwise, are hereby expressly excluded.

If you need to enquire about a warranty claim, please either contact Shadowspec direct or the sales agent you purchased your Shadowspec Umbrella from.