

2023 Guarantee / Warranty



Guarantee:

SimplyShade products being used in residential use and applications only are guaranteed to be free from defects in original material and workmanship.

Note: SimplyShade items are not warranted for commercial applications.

Limited Warranty (Frames and Accessories): One (1) year

Includes: Powder coated finish, frame, ribs, finial, tilt, cord, crank handle, housing, canopy and rib pocket seams. If a defect in the original material or workmanship appears during the warranty period on any SimplyShade product; SimplyShade, at its option, will repair or replace the product without charge. Returns must be faxed or emailed in (Phone orders are not accepted); please FAX your request to (626) 373-2729 - Attn.: Customer Service or contact a Customer Service Representative.

Fabric Limited Warranty:

The following fabrics have a limited warranty against fading for:

5 years - Sunbrella®

2 years - Solefin®

3 months - Polyester

The Limited Warranty only applies to SimplyShade product purchased directly from SimplyShade and its affiliates, or an authorized SimplyShade retail Dealer, as defined in our Terms and Conditions; the Limited Warranty is not transferable. Should the Purchaser or Owner sell the SimplyShade product to another party, the warranty will not transfer to the new owner.

All fabrics shown are not to scale. Colors, textures and patterns may vary slightly from the fabric swatches.

What Is NOT Covered:

Failure caused by unreasonable or abusive use, or failure caused by neglect of reasonable and necessary care, and any modification to product are not covered by this warranty. We will only warranty products which are properly secured to an adequate base or mounting system and adhere to our required base weight minimums.

Additionally, acts of nature (including but not limited to wind, hurricanes, tornadoes, and storms) are not covered by this warranty. This warranty covers return freight of any warranted product only for the first year. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Closeout and promotional items sold by the dealer as is are not covered by this warranty.

Wind Damage:

SimplyShade highly recommends that no umbrella, regardless of size or weight, ever be left unattended in the open position. In windy conditions, it is further recommended that umbrellas be closed, removed from their base, and stored or laid horizontally. This will reduce the risk of personal injury, damage to your umbrella, furniture, and other belongings or property. To ensure stability of your umbrella, please observe proper placement, and use sufficient base weight. This catalog contains minimum recommendations for necessary weight for each style. Keep umbrella properly secured to umbrella base at all times. Thoroughly read and follow all provided instruction manuals.

Irregularities in Production Process:

The possibility of "Irregularities" in the product surface may occur during the production process. However, these irregularities do not reduce the quality of the product. SimplyShade monitors every stage of production to ensure a clean and consistent appearance on every part.

Rust:

Rust is a natural part of the aging process of all Steel or Iron based materials and is therefore NOT considered a defect. SimplyShade bases are designed to require minimum maintenance. Bases should be kept clean. Do not let dirt build up on the bases. Cleaning with mild soap and water, and seasonal touch-up of any scratches, chips or occasional rust seepage from crevices or hidden, un-finishable surfaces inherent in some designs is all that is required. Never leave bases standing in water. To keep your bases looking their best, you may wish to store them when not in use for an extended period of time.

Seaside and Indoor Pool Usage:

CAUTION: Seaside and indoor pool use, salt & chlorides can accumulate on the powder coat finish, leading to finish failure. Failure or neglect to make needed cleanings may cause paint to blister, and such failure will void limited warranty.

International Returns:

If an item is found to be under warranty SimplyShade shall only be responsible for ground shipping charges to the location of the product within the continental United States and Canada. Any duties, express, international or special shipping charges are at the expense of the retail dealer or consumer.

THE SELLER DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY.