



Thank you for your purchase from Instant Shade Umbrellas.

The benefits given by this warranty are in addition to all other rights and remedies in respect of the product which the purchaser has under the Trade Practices Act and similar State and Territory Laws. Nothing in this warranty will exclude, restrict or modify any conditions, warranty rights or liability implied in this purchase or protected by law where to do so would render this warranty void.

Warranty Period

- The warranty on the frame is three (3) years for residential and commercial use.
- The warranty against fading of Acrylic canvas is ten (10) years for residential use.
- The warranty against fading of Acrylic canvas is five (5) years for commercial use.
- The warranty against fading of Polyester canvas is four (4) years for residential & commercial use.
- The warranty against fading of Olefin canvas is two (2) years for residential & commercial use.
- The warranty against fading of PVC (vinyl) is three (3) years for residential & commercial use.
- The warranty against fading on Printing is one (1) year.

FRAME Warranty Conditions – PLEASE READ CAREFULLY

1. The warranty covers manufacturer's faults and defects only.
2. The frame warranty covers the umbrella frame and mechanics and internal components. It does not include accessories such as installation fittings.
3. The warranty does not cover damage caused by wind or adverse weather conditions, fair wear and tear, accidents, misuse, fire, flood, hail, earthquakes or other natural disasters, or alterations or repairs by any other than an authorised agent of Instant Shade Umbrellas.
4. The warranty for all Powder Coat finishes is one (1) year. This warranty includes peeling, flaking, bubbling and significant fading of the powder coating.
5. The warranty for all umbrella bases and installation fittings/accessories is one (1) year. This warranty covers manufacturers defects only.
6. RUST DISCLAIMER: Rust is a natural part of the ageing process for steel. Our steel products have rust inhibitors applied but may require maintenance over time. Early signs of rust should be removed and rust proofing agents such as "Gal-Spray" should be applied periodically. The anti-rust warranty for all steel components is one (1) year.
7. The umbrella must be used with a suitable base with a suitable amount of weight applied, or be correctly installed with an appropriate installation fitting. If installed, this warranty is valid only for installations made by Instant Shade Umbrellas, or an authorised agent, or if installed by the customer, the installation must be carried out exactly as required in the instructions that are supplied with the umbrella or available on our website.
8. In the case of installations, the owner is to ascertain position of all underground pipes and electrical wires and notify installer of any obstacles. Although all care will be taken, no responsibility can be accepted for any damage during installation.
9. Instant Shade Umbrellas or its authorised agent may offer advice, but accepts no responsibility as to the ultimate positioning of the umbrella.
10. For rotating umbrellas, this warranty is valid only if the revolving lock is engaged securely at all times, as shown in the operation guidelines provided.
11. The warranty is valid only if the umbrella is put up and collapsed as per the instructions in the umbrella manual.
12. If the umbrella is to be transported, it must be dismantled and adequately packaged (preferably with canopy and frame wrapped separately) to avoid damage during transit. If damage is incurred as a result of insecure packing, this is outside our warranty provision.



CANVAS Warranty Conditions – PLEASE READ CAREFULLY

1. The canvas warranty is a Limited Manufacturer's Warranty, which is passed on by Instant Shade Umbrellas.
2. The canvas warranty covers the canopy canvas only. It specifically excludes items such as thread, zips, velcro, webbing and binding used in canopy fabrication. The warranty for these items is one (1) year.
3. The canvas warranty covers fading only. This means the canvas will retain a light-fastness rating of 6-8 on a 1-8 scale (ie. no significant fading) for the duration of the warranty period. Colours utilising Red and Yellow pigment (eg. Red, Yellow, Orange, Pink, etc.) will retain a light-fastness rating of 5-7 on a 1-8 scale for the duration of the warranty period.
4. The warranty does not apply against any deterioration of any kind due to wind or weather related damage, misuse, burns, negligence, vandalism, perforations or stains due to environmental pollution, and fair wear-and-tear.
5. This canvas warranty extends specifically to the replacement of fabric only and excludes the work and installation of others and also excludes other fittings and hardware. Other costs such as re-making a canopy, dismantling, transport, re-erection, travelling costs and consequential loss are excluded from this warranty.
6. If the umbrella is to be transported, it must be dismantled and adequately packaged (preferably with canopy and frame wrapped separately) to avoid damage during transit. If canvas damage is incurred as a result of insecure packing, this is outside our warranty provision.
7. When closing the umbrella for extended periods of time, the canopy must be folded in such a way as to avoid "pinching" of the canvas in the umbrella ribs/arms. Wear and tear caused by "pinching" of the fabric by the umbrella framework is not covered under the warranty.
8. Proper care and cleaning should be taken to ensure the life of outdoor fabrics. For regular care and maintenance, excessive dirt should be brushed from the fabric using a soft brush; the fabric should then be sprayed with warm water (not exceeding 100°F / 40°C) and air-dried. Periodically the fabric should undergo a more thorough cleaning. Again, brush fabric with a soft bristled brush, spray with warm water then apply a gentle natural soap, rinse thoroughly and air-dry.
9. The canvas should never be stored or stowed while wet, always ensure fabric is thoroughly dried before storing for extended periods.
10. Any early signs of mould and mildew must be removed immediately.

General Warranty Conditions – PLEASE READ CAREFULLY

1. The warranty applies to the original purchaser only. Proof of purchase must be provided.
2. In the case of repairs to the umbrella being required (regardless of whether the repairs are covered under warranty) the warranty covers the provision of replacement parts only. The cost of labour to install the replacement parts, or transportation to/from Instant Shade Umbrellas for any repairs is to be paid by the claimant.
3. This warranty is the only express warranty given by Instant Shade Umbrellas. No person has the authority to change or add to these obligations and liabilities without Instant Shade Umbrellas approval in writing.
4. Instant Shade Umbrellas reserves the right to determine whether or not fault is caused by faulty workmanship or material or that any part is defective, and should a warrantable fault be determined, will refinish, repair or replace any part or product at its own discretion.

PROOF OF PURCHASE

It is very important that you record the following information and retain it for your future reference. Avoiding doing so may delay repairs and/or replacement. You must retain your proof of purchase and submit it with your umbrella as without it no warranty claim will be accepted.

Purchased from: _____

Date of Purchase: _____

Model of Umbrella: _____

*Please ensure to retain your receipt for warranty purposes.