

## Umbrosa Warranty

- Umbrosa maintains a standard warranty clause of 2 years on its full product portfolio. Fabrics fall under an extended warranty which is clearly stated further on in this document.
- Umbrosa warranty applies only when the products are judiciously handled and used.
- It excludes Damages:
  - As a result of Standard wear.
  - As a result of bad or extreme natural phenomena as hard rainfall, strong wind. As a guideline we refer to the following wind speeds:  
Paraflex max. 40 km/h (25 mph) – Basic max. (25 mph) – Ingenua max 70 km/h (45 mph) -  
Rimbou max 30 km/h (20 mph)
  - Where fabrics, covers were too close to a heat source
  - Where the fabric lost its characteristics like structure, color, UV resistance as a result of chemical components.
  - Caused by improper installation, fixation or manipulation.
  - when dimensions, application fields, used materials vary from the Umbrosa standard, as a result from specific customer demand
  - This list is non limitative nor legally binding
- In case our warranty clause applies we commit ourselves to in replacing or repairing of the defective parts. Transport cost and working hours, related to these actions are on the customer's account.
- Following items are explicitly excluded from Umbrosa's Warranty Policy.
  - The zipper in the Paraflex and Basic umbrella's.
  - Cords and strings in the Ingenua system
- The original purchase invoice is needed prior to applying the warranty
- Contract use for hotels, restaurants, .... in brings the warranty coverage back to 1 year.
- Always address your warranty issues to your initial point of purchase. They are our dedicated partners to handle you case directly.
- Umbrosa refuses all responsibility for the incorrect use or assembly of the purchased items. A local technician should make all the surveys concerning city planing, statics and security with relations to:
  - the instalment area
  - the consistency of the supports (supporting walls, parapets, floors, ballustrades) and relative fixing devices
  - the capacity of the floors, if there are
  - the use of coverings or roofings (polycarbonate, wood and canvas) according to the local wind strength or snow load