



Warranty

Sun Pro Custom is proud to offer one of the most comprehensive warranties in our industry. Please read carefully for details about our products and services warranty. We want our customers to be completely satisfied and ultimately to enjoy their shade experience for many years. Even though, much care is taken into the manufacturing of our products, it's still possible that an issue may arise due to normal wear and tear etc.

Sun Pro Custom wants you to rest assured knowing that your purchase is completely backed by our fabric manufacturer's warranty. The fabric is guaranteed to withstand the eroding effects of the sun for up to 10 years under normal conditions.

During the term of the warranty, Sun Pro Custom will provide service to the customer when deemed necessary, provided that the customer's account with the Sun Pro Custom is current and/or paid in full. The limited warranty stated in this section is given in lieu of any other guarantee or warranty, whether expressed or implied, including without limitation the warranties of merchantability and fitness for a particular purpose.

All warranties will be validated upon final payment of the invoice. Failure to pay final balance due will result in Sun Pro Custom not being responsible for errors or damage in installation or modifications.

The warranty will also become void if installed on frames other than those manufactured by Sun Pro Custom.

Structural frame is covered for a period of 3 months against failure due to corrosion or faulty workmanship. Sun Pro Custom does not warranty against surface rust, however the frame is guaranteed not to fail due to corrosion or rust on the frame, fittings or cable.

All hardware, cables, turnbuckles and fittings are covered for a period of 12 months from date of purchase.

All warranties shall be void if damage to the steel frame or paint is caused by contact with chemicals, misuse, vandalism or any act of God, including but not limited to, ice, snow or wind in excess of the applicable building code parameters.

Shade Fabric

10 Year Limited Fabric Warranty on Commercial 95 Shade Cloth

Your purchase is covered by our fabric manufacturers backed warranty on a pro-rata basis for a total period of 10 years against significant failure due to ultraviolet deterioration, rot, mildew, fading of the shade cloth.

The warranty does not cover rips or tears caused by means other than faulty workmanship. Shade netting is not warranted against contact with chemicals, caustic materials, open flames or any other heat source.

Sun Pro Custom is not responsible for errors or damage in installation or modification by non-certified third party installers and thus will render the warranty void.

DIY Shade Sails are not warranted on anything and by any means (MANUFACTURED STRUCTURES, SHADES NETTING, and HARDWARE), if not installed by Sun Pro Custom certified installers.

Exception: The Cherry Red shade cloth is only warranted for one year against fading.

1 Year Limited Component Warranty

The stitching, connection hardware, and cables are all guaranteed for up to one year under normal conditions. If a shade sail becomes unsown or color drastically fades you can send it to our repair center and we will fix it according to the terms of our warranty. All of our products are made with top quality materials and crafted by highly skilled workers. This warranty only applies for shades structures installed by Sun Pro Custom or its affiliates.

Rips and tears caused by other than faulty workmanship are not covered. Furthermore, shade cloth is not warranted against contact with chemicals or caustic materials. In addition, we will not warranty the product if it is used for any other purpose than what it was intended for.

Wind Warranty

Warranty coverage is not applied to sails tops which have been destroyed by natural disasters such as hurricanes, tornadoes, etc.* and customer is responsible for the removal and re-installation of the shade tops.

Such circumstances would be apparent in natural disasters like hurricanes, tornadoes, etc. We will not warranty shade tops or shade sails that have been destroyed due to such occurrences.

The customer is responsible for the removal and re-installation of the top(s). Failure to remove the fabric shall void the fabric warranty.

*This warranty will take effect only if the Shade top is installed by Sun Pro Custom certified installers and on our own structures. We will not warranty shade tops installed on structures by others. Wind records are based on the local city records and/or weather.com whichever is greater.

Shipping costs to and from the repair center is also the customer's responsibility.

Lastly, Sun Pro Custom will not be responsible for damage(s) caused by our shade tops and its hardware components either directly or indirectly to any other personal property on the owner's premises.

Shade Structures*

10 Year Limited Structure Warranty

Warranty covers our structural steel products on a pro-rata basis for a total period of 3 months against failure caused by corrosion or faulty workmanship. Sun Pro Custom, also provides a 1 year warranty on powder coating against surface rust, corrosion or rust, chips, etc.

As a customer, you can be confident that your Sun Pro Custom products will last for many years to come. Should a problem arise caused by faulty workmanship, we will fix it according to standard terms and conditions found on our warranty. We will either repair or replace your product (depending upon problem severity) and restore it back to its original condition.

We believe that our commitment to customer satisfaction goes far beyond the initial purchase. We truly want our customers to enjoy our products throughout the years.

For more of our product details and specifications please see Sun Pro Custom Specifications.

**At this time we only install shade sails and shade structures in areas which we are able to provide service. In certain areas we may provide assistance with removal and re-installation of shade tops for a nominal fee.

All Sales Are Final.

Paraflex Umbrellas

Please read all the instructions included carefully and prior to installing and operating your Paraflex umbrella.

All Paraflex umbrellas comes with a 6 month limited warranty on the frame and a 12 month limited warranty on the canopy.

Texsilk Olefin fabric and Sunbrella fabric warranty for 36-months. Paraflex warranty does not cover any damages caused by faulty installation, winds or product misuse. Paraflex umbrellas are not rated for heavy wind loads and should only be used in light to moderate wind conditions.

Please lower the canopy and retract during windy conditions.

All Sales Are Final.



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