

MAINTENANCE

PROTECTIVE COVERS- Insure all Protective Covers are clean and dry before fitting to any of your Instant Canopy products.

SCREWS- Regularly check that all screws are firm (not too tight). This can be done by using an allen wrench and/or screw driver. If a truss bar screw is missing replace immediately as it will put additional pressure on the frame when erecting.

LEGS- When retracting or extending the legs on your Instant Canopy it is important the inner and outer of the leg is clean and free of the following items: sticky tape, masking tape, rope, string and cable ties. When sticky tape, string etc is left on the leg of a tent it can cause the inner and outer leg to jam.

TRUSS BARS- Truss bars are an integral part of the tent structure, if a truss bar is broken or damaged it is recommended that you do not use the Instant Canopy. If operated correctly in normal weather conditions truss bars will not break.

CLEANING

Do not use solvents on any part of the Instant Canopy.

ROOF & WALLS- When cleaning your Instant Canopy (Roof, Walls Or Valance Panels) use a soft mop and any mild household cleaning fluid such as dish-washing detergent in warm water.

When cleaning the Roof Canopy of your Instant Canopy we recommend that the tent is fully opened and secured into position. Do not extend the legs. This will avoid the necessity of using a ladder or extension poles.

We recommend that the roof of your Instant Canopy should be cleaned regularly depending on frequency of use.

Allow your Instant Canopy to completely dry before packing down and fitting the protective cover, this will prevent mildew.

SMALL STAINS- Simply clean with a general use household mild detergent and a clean cloth.

FRAME- We recommend the Instant Canopy frame should be cleaned regularly. Use a silicone spray on frame either after use or in damp conditions. This will ensure your frame operates easily and will maintain a clean look. Be sure to remove any excess spray before attaching the roof.

TRANSPORTATION

The Instant Canopy must be stood upright during transit. If your Instant Canopy needs to be positioned horizontally you **MUST** remove the Roof to prevent damage.

REPAIRS & SPARE PARTS

ROOF

Should your Instant Canopy roof be damaged contact the Extreme Canopy Office. We will assess the damage and either suggest a repair center, or for your to return the roof to our Warehouse/Office. In the case of a warranty claim, Warranty Claim Forms are available on our website - www.extremecanopy.com/resource-centre/

FRAME

Should your Instant Canopy frame be damaged the following options are available.

Contact the Extreme Canopy Office, advise which connector, truss bar or leg requires replacement. Use an allen wrench or screw driver to remove damage component, replace with new part.

OR

In the case of a warranty claim, a Warranty Claim Form must first be completed. Forms are available online - www.extremecanopy.com/resource-centre/

Fit protective cover to Instant Canopy frame from top to bottom leaving Instant Canopy to stand on Feet or Wheels.

DO NOT drag Instant Canopy Protective Covers as this can cause wear and tear and may cause damage to your Instant Tent Canopy and Walls.

PRODUCTION & DELIVERY TIME FRAMES

Extreme Canopy will endeavor to meet all customer due dates and deadlines. However, as there are many aspects out of our direct control such as shipping, we can not guarantee a due date. As such, Extreme Canopy does not accept liability for any missed due date nor do we accept any refund request based on this premise.

Extreme Canopy has an outstanding reputation for meeting the tightest due dates and our team will continue to strive to be leaders in this aspect.

INSTRUCTIONS

Please refer to 'Set- Up' instructions supplied within boxes, via order confirmation or if lost or cannot be found please go to - www.extremecanopy.com/resource-centre/



EXTREME CANOPY PTY LTD
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Huntington Beach
CA 92647, USA



TERMS & CONDITIONS

IMPORTANT INFORMATION

WARRANTY POLICY

RETURNS POLICY

MAINTENANCE & CARE

REPAIRS & SPARE PARTS

SHIPPING & DELIVERY



POP UP CANOPY & OUTDOOR BRANDING SOLUTIONS

Extreme Canopy and its affiliate companies have been operating globally for over 15 years and are market leaders in the printed pop up tent industry.

www.extremecanopy.com

call (888) 201 1968

email admin@extremecanopy.com

IMPORTANT INFORMATION

Your canopy is supplied with 8 steel stakes and 4 tie down ropes. These **MUST** always be attached. For use on hard surfaces, weight plates, water weights or sandbags **MUST** be used. These are accessories and need to be purchased.

All roof tension straps **MUST** be attached and tensioned. These hold down methods will maximize safety, however, due to the unpredictable nature of weather, they will not prevent damage.

All canopies are considered temporary structures and **MUST** be packed down and stowed away in any adverse weather conditions such as storm, rain, wind or other forces of nature.

WARRANTY

Warranty covers manufacture's defaults only. Warranty does **NOT** cover products or parts which have been altered or modified in any manner. This warranty does **NOT** apply to damage caused by wind, rain, storms or other forces of nature, nor does it cover accidental or deliberate damage of the product. Damage caused by these events may be covered under your home or business insurance policy. This warranty does **NOT** apply if the set up of the product does not conform to the product instructions. This express warranty is provided in lieu of all other warranties, expressed or implied.

Extreme Canopy is **NOT** responsible for products damaged in transit.

If you are making a warranty claim for a manufactures fault for reason other than above, please complete our warranty claim form - www.extremecanopy.com/resource-centre/ and email it through to logistics@extremecanopy.com.

Please complete and return with photos of the manufactures fault.

Alternatively, please fill out the Replacement Parts form and we will arrange a quotation and dispatch parts as soon as possible - www.extremecanopy.com/resource-centre/.

STOCK AVAILABILITY

All goods are offered for sale subject to available stock. If an item is out of stock, we may contact you to offer a substitute. If you do not accept a substitute item and your credit card has been charged for an item that is out of stock, we will cancel your order and issue a credit to your credit card account in the amount charged. Where part of an order cannot be fulfilled immediately, the part that can be supplied will be dispatched as soon as possible.



MANUFACTURER'S WARRANTY

PRODUCT	WARRANTY
X5 Explorer Frame	5 Years
X6 Velocity Frame	5 Years
X7 Tectonic Frame	10 Years
Q8 Quasar Frame	10 Years
Feather / Teardrop Flag Hardware	1 Year
Saville Patio Umbrella Frame	3 Years
Patio Classic Umbrella Frame	1 Year
Star Shade Pole	1 Year
Arch Tent Frame	3 Years
EMX Inflatable Frame	5 Years
Pavilion Frame	5 Years
Pinnacle Frame	10 Years
Crest Tent Frame	10 Years
Table Covers	1 Year
Pop Banner	1 Year
Custom Banners / Fence Wraps	1 Year
Roller Banner	1 Year

FABRICS

Plain 500D PVC Coated Polyester	1 Year
Printed 600D PU Coated Polyester	1 Year
Plain 580gsm PVC / Crest PVC	5 Years
Printed 550gsm PVC	2 Years
Clear PVC	2 Years
Flag Fabric	6 Months

Your product not listed? Contact us for warranty information.

LIABILITY

Under no circumstances should a damaged product be used. Damaged products should be immediately packed up and removed. In purchasing any product from Extreme Canopy, you agree to not hold Extreme Canopy, Extreme Canopy representatives & Extreme Canopy directors liable for any damage or injury caused by Extreme Canopy products. This limitation applies to damage or injury caused by both new, functional or damaged products. In purchasing from Extreme Canopy, you also agree to not hold Extreme Canopy, Extreme Canopy representatives & Extreme Canopy directors liable for any loss, damage or injury that may arise because of a product arriving faulty, incomplete, incorrect, or late.

RETURNS POLICY

100% Satisfaction Guaranteed

As part of the Extreme Canopy experience, it is our commitment to provide superior products. If you are not completely satisfied with your Extreme Canopy purchase for any reasons, we will make it right. You can return your product for a replacement or refund within thirty (30) days of your purchase. The product must be in new, unused condition. Extreme Canopy does **NOT** accept returns for any custom printed products unless the custom printed product has a fault under our manufacturers warranty.

Extreme Canopy's guarantee doesn't cover ordinary wear and tear or damage caused by improper use, naturally caused accidents, storm, rain, or wind gusts.

If you have received your Extreme Canopy purchase and it has a manufacturing defect in the materials or workmanship please fill out our warranty claim form - www.extremecanopy.com/resource-centre/ and email it through to logistics@extremecanopy.com

Extreme Canopy's satisfaction guarantee does not apply to any event tent or custom produced product. Under no circumstances does Extreme Canopy accept a return on Crest Tents, Pavilions or Pinnacle tents.

RETURNING ITEMS

Before returning any part or product to Extreme Canopy please contact us to obtain specific return shipping instructions logistics@extremecanopy.com or call us on 888 201 1968. Extreme Canopy can arrange the product return for change of mind, however, the customer will be invoiced for the shipping cost. In addition, when processing a refund due to change of mind, a component of the original price will be non-refundable. This amount will be equal to the shipping charges charged by the courier company. If you receive a faulty or damaged product a replacement will be provided. You can return your purchase from Extreme Canopy by mail, regardless if you have made your purchase on www.extremecanopy.com or over the phone.

DELIVERY & SHIPPING

Extreme Canopy uses 3rd Party shipping companies. Extreme Canopy does not hold liability for damages to products sustained during transit. Extreme Canopy does not hold liability for products lost by 3rd party shipping companies. Extreme Canopy does not hold liability for any damages, loss or injuries caused by a product arriving late, damaged, incomplete, or incorrect. Extreme Canopy reserves the right to cancel an order at any time due to incorrect shipping fees being charged. Extreme Canopy offers free shipping on some marked items. For marked items free shipping is for continental US only and is via a company and service of Extreme Canopy's choosing. Extreme Canopy reserves the right to revoke free shipping where error has occurred.