

The Shadowspec Warranty

Warranty information for Shadowspec umbrellas

Shadowspec umbrellas are produced with the greatest care and meet strict quality standards. Shadowspec guarantees that umbrellas installed in accordance with its guidelines will be free of defects in materials and workmanship for the applicable warranty period.

Warranty-period table: The original webpage displays product-specific residential and commercial warranty periods as an image. Refer to the source webpage for that table. The written conditions and exclusions are reproduced below.

The fabric warranty relates to the umbrella canopy. Protection covers have a separate warranty and are optional on nominal products. Residential and commercial warranties are separate as shown on the original table. All optional accessories have a 1-year warranty, including but not limited to rain gutters, drop blinds, smart batteries, hard-wire kits and castor wheels. Mounting options are included in the frame warranty. Time periods apply from the invoice date.

Original Purchaser

- This warranty applies solely to the original purchaser and is non-transferable.

What Is Covered

- This warranty covers defects in materials or workmanship only.
- It does not cover damage caused by wind, accidents, misuse, improper handling, insects or normal wear and tear.

Installation

- This warranty is valid only when the umbrella is installed, maintained and used strictly in accordance with the instructions in the user manual.
- Any installation advice provided is general guidance only.
- It is the owner's responsibility to identify underground services such as water pipes, drainage or electrical cables and to notify installers of any site-specific risks.
- Shadowspec accepts no liability for damage incurred during installation.

Repairs & Shipping

- This is a back-to-base warranty. If a repair is required, the claimant is responsible for all freight costs to and from the Shadowspec facility.
- Any costs associated with on-site technicians or repairers are the responsibility of the claimant.
- Repairs or replacements completed under warranty are covered for the remainder of the original warranty period. This does not extend or restart the warranty term.

Hardware - Fixings & Frames

- Umbrella frames, mounts and fittings may include powder-coated steel, galvanized steel and stainless steel.

- Surface rust or tea staining is a natural characteristic of steel products and is not considered a manufacturing defect.

Repair & Replacement Decisions

- All warranty claims are assessed to determine whether the issue relates to materials, workmanship or external factors.
- Where a valid fault is confirmed, Shadowspec reserves the right to repair or replace the item at its discretion.

Fabric Canopies - What Is Covered

- Colour fading only.
- The acrylic fabric is engineered for high colour fastness throughout the warranty period. Red, orange and yellow shades may fade more quickly than darker or neutral colours.

Fabric Canopies - What Is Not Covered

- Damage caused by wind, weather, misuse, burns, vandalism, punctures, stains, insect bites or normal wear and tear.
- Wear or holes caused by fabric rubbing or pinching against the frame.
- Tip: When closed, make sure the fabric canopy is not trapped between the frame. Fold any loose material and secure it with the canopy strap to prevent rubbing.

Accessories

- All optional accessories have a 1-year warranty, including but not limited to rain gutters, drop blinds, smart batteries, hard-wire kits and castor wheels.
- Mounting options are included in the frame warranty.

Disclaimer

- Except as explicitly stated in this warranty, all other warranties, representations, conditions, obligations or liabilities, whether implied by law or otherwise, are expressly excluded.

Applying for a Warranty Request

- To submit a warranty request, use the application instructions linked from the original Shadowspec Help Centre warranty page.

Source: <https://help.shadowspec.com/en/help-centre/warranty-information>
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