

OCEANZ UMBRELLAS

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OCEANZ GENERAL WARRANTY

experience a lifetime of quality

FRAMES - RESIDENTIAL WARRANTY

5 Year full frame warranty against manufacturer's defects. Umbrella frames and parts are warranted to the original purchaser to be free from defects in materials and workmanship for 5 years.

- First year, free shipping and handling on replacement/repair parts.
- Year 2 through 5, shipping and handling charges will apply to replacement/repair parts.
- Warranty does not include labor for installation of replacement parts.
- Improperly anchoring your umbrella could result in voiding your warranty (see an authorized dealer or sales representative for further information).

FRAMES - COMMERCIAL WARRANTY

3 Year full frame warranty against manufacturer's defects. Umbrella frames and parts are warranted to the original purchaser to be free from defects in materials and workmanship for 3 years.

- First year, free shipping and handling on replacement/repair parts.
- Year 2 and 3, shipping and handling charges will apply to replacement/repair parts.
- Warranty does not include labor for installation of replacement parts.
- Improperly anchoring your umbrella could result in voiding your warranty (see an authorized dealer or sales representative for further information).

UMBRELLA COVERS (SUNBRELLA® FABRIC)

The fabric covers are warranted to the original purchaser to be free from defects in materials and workmanship for 1 year from date of purchase. The Sunbrella material used on the covers has a manufacturer's warranty of 5 years on Sunbrella Marine Grade fabric or 3 years on Sunbrella Furniture Grade fabric. The Sunbrella manufacturer's warranty does not include cutting or sewing charges.

FABRIC CARE AND CLEANING

CARING FOR YOUR UMBRELLA

- Hose off umbrella cover with clear water on a monthly basis
- Brush off dirt before it becomes imbedded
- Always close umbrella when not in use
- Store umbrellas indoors during extreme weather conditions and in the winter months

CLEANING YOUR UMBRELLA COVER

(in most environments, thorough cleaning will be needed every 2-3 years)

- Always use a mild soap such as Ivory Snow, Dreft or Woolite
- Water should be cold to lukewarm (never more than 100°F/38°C)
- Rinse thoroughly to remove all soap residue
- Air dry only; never apply heat to Sunbrella fabric

WARRANTY - ADDITIONAL INFORMATION

WHAT THE PURCHASER MUST DO

A. Call or email the Sales Representative or Customer Service Representative to discuss the problem or concern. Photos of the problem are required in order to determine the best means of resolution to the problem. Photos should be emailed to www.oceanzumbrellas.com/warranty, or your local sales representative. The Representative will give you a Return/Replacement Authorization Number to expedite the processing of your warranty claim.

No product can be returned without a Return Authorization Number. All warranty claims must be processed through an authorized retailer, not the end user, and must include the original purchase agreement.

WHAT OCEANZ WILL DO

Oceanz will repair or replace any product covered by this warranty.

Oceanz reserves the right to choose between replacing or repairing a product, depending upon the nature of the problem. In the event that the part or product is no longer available, Oceanz will provide a similar replacement of like kind and quality within a reasonable timeframe.

WHAT IS NOT COVERED

A. Oceanz is not liable for incidental, special or consequential damages. Some states do not allow the exclusion or limitation of incidental, special or consequential damages, therefore the above exclusion or limitation may not apply to you.

B. All Oceanz products must be inspected upon receipt. Oceanz is not responsible for freight damage sustained either in the original shipment to the purchase or in the return shipment for warranty service.

Any such freight damage is the responsibility of the freight carrier and the purchaser should file a freight claim at the time of receipt with the carrier. After the freight claim has been filed, please contact Oceanz for your freight replacement, if needed.

C. This warranty does not cover scratches, chipping of pole, parts of the frame or other damage that is the result of 1) abuse or misuse of an Oceanz product, 2) damage caused by improper anchoring of the umbrella to a secure base, 3) normal wear and tear, 4) freight damage, 5) damage caused by severe weather conditions, natural disasters, heavy winds or other acts of nature, and/or 6) damages to the product caused by contact with the ground or if struck by a foreign object.

Questions regarding this warranty information should be directed to www.oceanzumbrellas.com/warranty, or your local sales representative.