



PRODUCT INFORMATION

Defective Parts

We try our best to eliminate any defective parts that are shipped with our products. If, however, you should find a defective part, we will replace – free of charge – any part which is defective. You will need to provide proof of purchase showing date of purchase and provide us with detailed description of the defective component. Your replacement will be shipped by ground shipping, freight prepaid. Next day or express shipping will require freight collect and paid for by you, the consumer. Damages from improper anchoring, strong winds, snow, ice or rain are not considered defects.

Improper Anchoring, Strong Winds, Rain Snow, or Ice

King Canopy/PIC America, LTD. does not guarantee these canopies under strong weather conditions. These canopies are designed to protect against damages caused by sun, rain, tree sap, birds, etc. They are not designed to hold roof loads that accompany snow, ice or heavy rains. If your canopy is not anchored securely, it can be lifted by the wind and will fly away. If your canopy takes flight, we are not responsible for any replacement. If you know strong weather is predicted, remove the cover or take down the canopy unit completely. The cover is designed to be quickly and easily removed.

Warranty

All components of this canopy feature a 1-year limited warranty and are warranted to be free from defects in material and workmanship for a period of 1-year. You must complete and return the enclosed warranty card promptly after purchase. Please retain your proof of purchase receipt; you will be asked to provide this receipt in order to obtain warranty service.

Non-Warranty Replacement Parts

If after expiration of the warranty period, you require replacement parts please contact us at 1-800-800-6296. We stock replacement parts and make them available to you at discounted prices. Our customer service department will be pleased to assist you in any way possible.

Certain regions of the country are extremely hard on covers of any kind. Normal wear and tear is not covered under the warranty, and should be expected.

In order to receive a discounted or free replacement part, you may be asked to return the part, freight prepaid, to our warehouse for inspection before we will send a replacement. You must, in all cases, provide a copy of your receipt showing the date of purchase, model number and price.