

California Umbrella Warranty Policy

California Umbrella honors the following warranty to the original purchaser, based on use in directed environments only, non-commercial items are not warranted in commercial applications. For up to 90 Days from the date of consumer purchase Sunline brand products will be free from defects in original material and workmanship. For up to (1) year there is a limited warranty on California Umbrella brand frames, that they will be free from defects in original material and workmanship. This warranty extends to 3 (three) years on all California Umbrella Brand Fiberglass Ribs, that they will withstand complete breakage in stable climate conditions. California Umbrella offers a limited warranty for fabric used to create covers; (1) Year for Olefin Fabrics, 4 (four) years for Pacifica Fabrics, 5 (five) years for Sunbrella Fabrics, that these fabric covers will withstand significant color fade and material rot under stable climate conditions. Significant color fade amounts to more than 25% change in original color. Material Workmanship is covered for 90 days from receipt by the original owner, material wear caused by exposure to windy climate conditions, usage over time, and neglect of care, are specifically excluded from coverage under this warranty. All Umbrella Bases in the California Umbrella Line are offered with a 90-day warranty against failure due to corrosion, to the original owner only, unless otherwise noted by a representative of California Umbrella and confirmed at the time of purchase, in writing on a clearly written and accepted purchase order. Bases are not covered for use in commercial applications, this warranty will be void when an Umbrella base is used at a commercial application without prior written inclusion of coverage for a specific application included on a clearly written and accepted purchase order. It is at the sole of California Umbrella to repair, replace, or provide credit to account for product during the warranty period. Please contact us for warranty issues and we will issue a return authorization number. This warranty does not provide coverage or reimbursement for shipping costs, California Umbrella does not offer delivery services, or warranty for any shipping service, California Umbrella can arrange for shipping services to be rendered on behalf of an original owner if it is requested, at a charge to the original owner determined at the time of shipment. It is the receiving party's responsibility to inspect a shipment for damaged or defective items. California Umbrella will only assume the cost of shipping on items that arrive damaged or defective in original material and workmanship in the initial shipment, and only up to 15 (Fifteen) days after receipt of goods. Items that arrive damaged by the freight provider are not covered under California Umbrella's warranty. Any recovery for items damaged by a freight supplier must be addressed to the freight supplier. After the inspection period of time has lapsed, this warranty does not provide for any shipping costs for defective items, inbound and outbound freight charges apply for any warranty replacement that requires it. No warranty or returns will be granted without an approved return authorization number. Specifically excluded from this warranty are all failures caused by neglect of necessary care; unreasonable use; unexpected acts of nature (hurricanes, tornadoes, tropical storms, and any damage caused by wind). Original owners are responsible for safe storage of their Umbrellas at all times, especially when the climate reaches unsafe conditions. This warranty does not provide coverage of reimbursement for loss of use, time, Inconvenience, or any other possible costs associated with the use of a defective or damaged item.