



Defective and Missing Parts

We try our best to minimize any defective parts that are shipped with our products. Within 30 days from the time you purchase any of our products, we will replace - free of charge , including freight- any part which is deemed defective. Your replacements will be shipped to you by UPS Ground. Any additional shipping charge will be the responsibility of the customer. You must, in all cases, provide a copy of your receipt showing the date of purchase, model number and price. Damages which are weather related, strong winds, snow and ice or from improper anchoring, are not considered defects.

Damage Due to Improper Anchoring, Strong Winds, Snow or Ice

Powell & Powell Supply does not guarantee our canopies for damage which are weather related, strong winds, snow and ice under any circumstances. These canopies are designed to protect against damages caused by the sun, rain, tree sap, birds, etc. They are not designed to hold the roof loads that accompany snow, ice or water gathering on top. If your canopy is not anchored securely, it will fly away. Canopies make excellent kites. If your canopy takes flight we are not responsible and will not send free replacements. Anchoring is your responsibility. We offer several types of anchoring kits from ground anchors to concrete mounting.. If you know that a strong weather front is coming - remove the cover. The cover is designed to be quickly and easily removed.

Normal Wear and Tear

Certain regions of the country are extremely hard on covers of any kind. If you live in these areas (such as Florida, Texas, New Mexico, Arizona, Nevada or High Altitudes) you probably already know how the sun can make life difficult. Chances are you may have to use the charts below. Normal wear and tear is not covered and should be expected. In order to receive a discount or free replacement you will have to return the defective cover 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. Damages caused by improper anchoring, strong winds, snow or ice are not considered defects. We offer replacements at extremely affordable price



Limited Warranty Information for Covers, Side and End Walls

All covers we sell are equipped with a limited warranty. We offer several different types of replacement covers with varying warranties. These warranties are summarized below.

Limited Warranty for 1 Year Covers

Within 6 months of purchase, receipt required, we will replace cover for any reason deemed to be a manufacturer's defect. After 6 months you may purchase a replacement at a pro-rated price as specified below

- 7 Months - 83% Discount
- 8 Months - 66% Discount
- 9 Months - 50% Discount
- 10 Months - 33% Discount
- 11 Months - 16% Discount
- 12 Months - No Discount

Limited Warranty for 3 Year Covers

Within 2 years of purchase, receipt required, we will replace cover for any reason deemed to be a manufacturer's defect. After 2 years you may purchase a replacement at a pro-rated price as specified below.

- 25 - 28 Months - 50% Discount
- 29 - 32 Months - 40% Discount
- 33 Months - 30% Discount
- 34 Months - 20% Discount
- 35 Months - 10% Discount
- 36 Months - No Discount

Limited Warranty for 5 Year Covers

Within 3 years of purchase, receipt required, we will replace cover for any reason deemed to be a manufacturer's defect. After 3 years you may purchase a replacement at a pro-rated price as specified below.

- 37 - 40 Months - 50% Discount
- 41 - 44 Months - 40% Discount
- 45 - 48 Months - 30% Discount
- 49 - 52 Months - 20% Discount
- 53 - 56 Months - 10% Discount
- 57 - 60 Months - No Discount