

Awning Warranty

North Solar Screen, LLC warranties:

- Solana 50NM CMO Motor, remote, and LED lights warrantied for 5 years
- Frames and crank mechanism warrantied 15 years.
- IF INSTALLED WITHIN 3 MILES OF SALTWATER, Frames and crank mechanisms have a reduced warranty of ONE year. Fabric and motor warranties are unchanged.
- Sunbrella Fabric warrantied for 10 years
- Awnings must be installed correctly per instructions. We will request photos and videos of your installation.
- To stay within warranty, awnings must NOT be left down in winds greater than the product is rated for. We may check historic wind speed data in your area. Vibration sensor may not react immediately; do not leave the awning down unattended
- Good for original owner of shades only.
- Under no circumstances are installer fees covered, regardless of whether it is a warranty issue or not.
- Replacement parts are sent Ground. If expedited shipping is desired, you may pay the difference between Ground and expedited shipping.
- Not following the
- All shade orders are custom and as such cannot be returned or refunded. Defective or incorrect parts will be replaced.

HOLES IN FABRIC

- There are no sharp instruments on site. Fabrics are cut with state-of-the-art lasers, seams are sonically welded, and our tables are rounded and smooth. All shades are thoroughly inspected before they are carefully packaged to ensure they are pristine. Therefore rips, tears, or cuts in the fabric were either caused by the shipping company, opening the boxes with knives or scissors, or happened during installation.

SHIPPING DAMAGES (on receipt)

- If shipping damage exception number is obtained from carrier, all damaged/missing parts are replaced free of charge if reported within 30 days of delivery. Photographs showing damaged packaging and parts are required.
- If shipping damage exception number is not obtained from carrier, all damaged/missing parts are replaced free of charge if reported within 4 business days of delivery. Photographs showing damaged packaging and parts are required.

NOT AS ORDERED OR DEFECTIVE (when installing)

- If reported within 60 days of receipt of the original order, replacement parts/shipping are free of charge. If reported 61 days or more after receipt of original order, replacement parts are free BUT YOU PAY SHIPPING.
- Defective means fabric mis-weave, bad powder coat finish, lumpy seams, non- working motors or remotes, or non-working crank gears at installation time. We may request photos and videos.
- Not as ordered means wrong size, color, fabric, lift system, cable anchor hardware, etc. We may request photos of what you received.
- Our confirmations detail shade dimensions, fabric dimensions and colors, and all the specifics about the construction of the shades you are ordering. Because we are not on site, it is your responsibility to carefully read them to verify that they are correct when you OK the order.
- There is a +/- 1/8" production tolerance. For wrong size you must send photos showing the product being measured. We may also request other photos/videos.

DAMAGED (after installation)

- We will request photos and video and measurements to try to determine the cause of the problem (for example, failed welds, holes in fabric, cables pulling out, shades rolling crookedly, shades jamming in tracks.) Most of these problems are caused by shades being left down in more wind or colder temperatures than they rated for, issues with the installation causing the shade not to track or roll correctly, parts of the structure it is installed on interfering with the fabric and damaging it. If it is determined that the cause is weather or installation related, you will need to purchase replacement parts and pay for shipping regardless of when you report it.
- If it is determined that a factory defect caused it, if reported before 60 days from receipt of the original order, replacement parts and shipping are free. If reported 61 days or more after receipt of the original order, replacement parts are free BUT YOU PAY SHIPPING.

MOTORS

- If motor fails in the first 60 days, we will send you a new motor and label for sending the bad motor back no charge. If it is after 60 days, you will be charged \$75 for shipping (pickup of bad motor and delivery of new one.)
- You will be required to send photos of the electrical connections as well as the whole installation and do trouble shooting with the factory tech.
- Evidence of water in the motor will void the motor warranty.
- Manually operating the awning beyond the limits set for the motor
- Damage from dropping, improper installation resulting in the power cord being torn out, and opening up the motor end cap void the warranty.

NOT COVERED

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- Installer fees—ever.
- Expedited shipping for replacement parts.
- Damage caused by weather (wind or temperatures that the product is not designed for).
- Damage to house wall or roof, including leaking, from installing the awning.
- Damage caused by improper installation or installing in ways that are against our recommendations.
- Normal wear and tear, wear from fabric rubbing on walls, posts, or any part of the structure the shade is mounted on, extra bolts you wrongly installed on the shade, or any damage caused by the bottom weight bar hitting posts, walls, etc.
- Damage to plastic hand brace handles from being left out in the sun or hanging on the shade.
- Rusting to stainless steel or steel components or flaking of powder coat if within 3 miles of saltwater or adjacent to a chlorinated pool (warranty reduced to one year).
- All awning orders are custom and as such cannot be returned or refunded.