

LIMITED PRODUCT WARRANTY

WHAT WE COVER

Atlantic Coast Exterior (ACE) warrants its products free of any manufacturing defects for a set period of time. This warranty is only available to the original purchaser whom holds the original proof of purchase. The Proof of purchase is the original bill of sales, which will indicate the name of the original buyer, original date of purchase and all of the product numbers and specifications.

Proper maintenance, including routine cleaning, replacement of worn glides, lubrication of mechanical parts and removal of products in severe weather such as high winds or extreme climates is the sole responsibility of the owner and is required to keep warranty in effect.

Please follow the Atlantic Coast Exterior Care & Cleaning directions. Maximum liability is the purchase price of the failed item(s) in the form of a credit to replace or purchase new product(s).

Atlantic Coast Exterior warranties start upon the date of shipment.

WHAT WE DO NOT COVER

Atlantic Coast Exterior (ACE) will not warrant or cover damage resulting from the following:

Failure of all frames and/or welds resulting from abusive or unreasonable use.

Failure of all frames and/or welds caused by neglect or lack of maintenance.

Normal wear and tear resulting in discoloration, fading, stretches on finish, pulling/tearing of fabrics.

Stretching of sling, fabrics, upholstery from normal use and wear.

Discoloring or stains from sun tanning lotions/oils and/or any contact from any chemicals including but not limited to cleaning agents or pool chemicals and sprinkler systems. (see proper care & cleaning instructions on our website)

Acts of god or acts of nature including fire, wind, flood and freeze damage.

Any repairs or modifications done by anyone outside of Atlantic Coast Exterior voids the warranty on products produced and sold by Atlantic Coast Exterior. Atlantic Coast Exterior does not offer any additional warranty on any products outside of these stated warranties. No additional coverage is express or implied, written or orally contracted regarding any warranty of products, title, or fitness of any particular purpose.

OUR WARRANTY

Aluminum Frames & All Welds - 10 Year Warranty

Powder Coat Finishes - Chipping, Fading and Peeling - 3 Year Warranty

Vinyl Straps - Breakage Only (Discoloration not covered) - 5 Year Warranty

Woven Products - Manufactures Defects - 3 Year Warranty

Sling, Cushions & Fabrics - Tearing, Discoloration or Fading (Sag & sag recovery is not covered by this warranty) - 1 Year Warranty

Umbrellas and Bases - 1 Year Warranty

HOW TO USE YOUR WARRANTY

Atlantic Coast Exterior must and will always review any and all claims for warranty service. Upon its own review, Atlantic Coast Exterior may repair or replace products or provide replacement parts for products listed on a warranty claim. This will be done at Atlantic Coast Exterior discretion. Any and all replacements will carry the original remaining warranty period.

Atlantic Coast Exterior will provide a return authorization number and instructions only after a warranty claim is approved. Atlantic Coast Exterior will only pay for charges pertaining to shipping, transportation, repair, or replacement of products still under warranty if agreed upon before review of the warranty claim.

If manufacturing defects are found on any products purchased from Atlantic Coast Exterior, then digital photos must be emailed to Atlantic Coast Exterior Warranty Department with a written description of the defect and any related information as to how defects could have occurred. All judgments regarding defective items will come from the Warranty Department and no items will be accepted without prior written approval from Atlantic Coast Exterior.

Once Atlantic Coast Exterior sends a return authorization number, return the product(s) to the care of Atlantic Coast Exterior Warranty Department. Write the return authorization number prominently on the outside of the original packaging or equivalent. A copy of your dated invoice is required, please place this copy within the packaging.

For any additional information, please contact your local Atlantic Coast Exterior representative or call the customer service department at (786) 482-2600 or email us at info@exteriorsbyace.com.