



# SUN GARDEN USA WARRANTY INFO

Sun Garden Germany provides a warranty period beginning the date of your purchase and the time frames are included below. Our warranty comes on the basis that Sun Garden GmbH will offer **one** replacement part or canopy that has become defective due to material or production fault on the condition that the Consumer is responsible for any shipping costs or labor to install.

The following issues are **NOT** covered under the warranty:

- \*If the product is out of the warranty period (see below)
- \*Products from which the serial number has been removed, destroyed, or is unreadable
- \*Damages occurring as a result of non-observance of the assembly/operating manuals, unauthorized repairs, or improper use/installation (e.g. tipping, falls, etc)
- \*Physical damages occurring as a result of accident or negligence (e.g. rips/tears, fire/smoke, chemicals, fireworks, etc.)
- \*Damages occurring as a result of weather/wind, heat, or animal damages (e.g. rips/tears, holes, etc.)

WARRANTY PERIOD			
CORD	1 YEAR	CANOPY: PRE JAN. 2015	2 YEARS
FRAME	2 YEARS	CANOPY: POST JAN. 2015	5 YEARS

## REQUIRED DOCUMENTS

The completed Claims Form

An **itemized** copy of your original purchase receipt  
**\*MUST INCLUDE YEAR OF PURCHASE\***

Clear pictures of the serial number **\*NOTE: THIS IS NOT THE METAL PLATE\***

Clear pictures of the issue or the area on the umbrella exhibiting the issue

## IMPORTANT! PLEASE READ!

Once you have obtained all of the information, please send it to [claims@sungarden.us](mailto:claims@sungarden.us) who will get back to you within the next 3-5 business days. **Please make sure to check your spam folders during this time!**

## \*SERIAL NUMBER\*



**\*CLAIMS FORM NEXT PAGE\***



# SUN GARDEN USA CLAIMS FORM

To initiate the claims process, please complete this form and submit all of the **required** documentation listed above to [claims@sungarden.us](mailto:claims@sungarden.us). Please keep in mind we are unable to process any claim without **ALL** of the documentation!

CUSTOMER INFO	DESCRIBE THE ISSUE/WHAT HAPPENED
Name:	
Address:	
City, State, Zip:	
Email:	

## UMBRELLA INFO

Purchase Date:	Serial Number:
	#00.00.0000000.0000 ( <b>NOT</b> D48485)
Today's Date:	Purchased From:

### UMBRELLA MODEL

- 10.5C Square (320C)
- 11.5T Senior Octagon (350T)
- 11.5C Mini Curve (350C)
- 13' Curve (375C)
- 9x12 Oval (365)

### FRAME COLOR

- M01 Cottage White
- M04 Sunkist Bronze
- M06 Modern Grey
- M17 European Silver
- M19 Galaxy Black

### CANOPY COLOR

- B056 Sandstone
- B058 Java Brown\*
- B064 French Canvas
- B079 Lunar Silver
- B080 Paradise Green
- B151 Indigo Blue
- B152 Cayenne
- Other:

\*discontinued color