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WARRANTY

Use

Umbrosa always adheres to the warranty obligations of Belgian and European manufacturers in accordance with the law. All warranty requests must be submitted out via the trader or website where the product was purchased. Umbrosa strives to develop and produce high-end, high-quality, and sustainable products. Products that are optimized to withstand weather conditions and the environment in which they are used. All Umbrosa products are extensively tested to guarantee their quality. This includes tests conducted at the University of Delft (NL) wind tunnel, and component testing with independent research laboratories. In case of damage, the Umbrosa products can be repaired. A comprehensive after-sales department has been put in place to this end. The biggest threat to the lifespan of an Umbrosa umbrella are the weather conditions and external environmental factors. Therefore, always provide the appropriate care for any Umbrosa product and never leave it open unattended. Damage caused by incorrect use or extreme weather conditions such as wind, snow, hail, storm,... is excluded from the warranty. Wind tunnel tests with permanent fixation of the umbrella have shown that Umbrosa products can withstand wind speeds of over 40km/hour (5 beaufort). Damage caused at unattended moments or by poor fixation or use of weak supports are not covered by our warranty programme. As wind does not have a constant speed, and as gusts of wind are often more powerful than imagined, we advise to close the umbrella at all times whenever wind speed exceed 30km/hour (4 Beaufort). When closing the umbrella the strap and protection cover need to be correctly used. Failure in doing so can cause damage even in a closed position. This kind of damage is not covered by our warranty programme. The use of mobile or movable base has an impact on the wind resistance of the umbrella. Therefore, always select the heaviest available base to enhance security. Always contact the distributor or Umbrosa should you desire advice on the anchoring method to be used. www.umbrosa.com contains a large amount of information on this topic. Direct and indirect damage caused by a falling umbrella, whether it is in open or closed position, is not covered by the warranty. Tests conducted by independent laboratories have demonstrated that the corrosion resistance of Umbrosa products is better than normal. With intensive usage of the products in a hostile (sea, sand, chlorine, ...) environment, we advise that you regularly rinse the frame and canopy of the umbrella using fresh water in order to prevent the build-up of salt residue. You can purchase these from Umbrosa. Use of the warranty always requires the presentation of the original purchase invoice. Umbrosa also makes use of serial numbers. This number must always be stated with every warranty request. www.umbrosa.com offers a complaint form with clear specifications of the information necessary to process the warranty request efficiently and quickly. Warranty requests must always be submitted in writing within a reasonable term after the initial observation of the issue. Umbrosa guarantees that the problem will be solved, be it through replacement, repair, or a custom solution. The warranty is always extended with the duration of "non-usage". The warranty does not restart in case of replacement with a new product. Transportation and performance of the repairs are not borne by Umbrosa. The Umbrosa guarantee only applies if the product was installed in accordance with the Umbrosa installation manual. The warranty shall completely lapse in case of use of accessories not approved by Umbrosa.

Special warranty provisions "hardware"

10-year warranty*

Umbrosa offers a 10-year warranty on all aluminum extrusion profiles. This warranty only covers damage caused by construction or manufacturing errors, scratches, superficial, corrosion, and wear due to use are not covered by this warranty unless the product is structurally weakened as a result.

5-year warranty*

Umbrosa offers a 5-year warranty on all glass fiber ribs and all welded tubes as used in Paraflex and Infina. Umbrosa offers a 5-year warranty on all stainless steel. Scratches, superficial corrosion, and wear due to use are not covered by this warranty unless the product is structurally weakened as a result.

3-year warranty*

Umbrosa offers a 3-year warranty on all synthetic parts and all galvanized steel parts. Scratches and wear due to use are not covered by this warranty unless the product is structurally weakened as a result.

2-year warranty*

Umbrosa offers a 2-year warranty on granite base, tile base and mobile concrete base. Scratches, superficial corrosion, and wear due to use are not covered by this warranty. Breakage of the concrete or granite base due to use in case of strong wind is not covered under this warranty. In case of breakage, the new replacement concrete part may show a difference in colour, this is unavoidable. Umbrosa offers a 2-year warranty on all painted parts. Whenever the paint flakes off or forms bubbles, Umbrosa will replace the damaged item, or present a custom solution.

(*) Warranty is only applicable when the Umbrosa products are used under normal wind conditions and when they are thoroughly and regularly maintained as described in the manual under chapter 'do's and dont's'. Direct or indirect damage caused by incorrect use or wrong installation are not covered by the warranty

Caution:

Umbrosa uses natural products or materials (wood, concrete, granite,...) that are susceptible to weather conditions and thus naturally age. The natural ageing process in outdoor conditions is not covered by warranty.

Special warranty provisions "Fabrics & textile prefabrication"

Extensive research, testing and years of experience have proven fabrics in acryl to be the best fabric for use on the Umbrosa products. Apart from the existing Sunbrella range, Umbrosa has, in cooperation with Dickson, developed its own fabric with strong warranty conditions. This fabric is called 'Solidum'.

5 year warranty (except for Ingenua and protection covers) **

With use of Sunbrella and Solidum fabric in all collections, with the explicit exception of the Ingenua collection, a 5-year warranty is offered for discolouration and structural integrity. In the exceptional case of discolouration, Umbrosa will lay out a compensation proposal proportional to the usage period of the product, or a choice will be offered to receive a new canopy whereby the cost for cutting & prefabrication will be charged. Under no circumstances will discolouration result in the free delivery of a new canopy. Burn holes, melted holes, or fabric deformation are therefore not covered by the warranty since these are caused by inappropriate use of the Umbrosa products. Daily protection of the umbrella using the protective cover enhances the lifespan of the umbrella exponentially.

2 or 3 year warranty for the Ingenua sails (**)

For no other product is usage intensity as well as exposure to UV so different from user to user. Due to the intensive usage of Ingenua sails, very specific warranty conditions apply to this collection. The warranty on these sails in Sunbrella and Solidum covers discolouration and structural integrity. For continental Europe, this warranty is 3 years. In the exceptional case of discolouration, Umbrosa will lay out a compensation proposal proportional to the usage period of the product, or a choice will be offered to receive a new canopy whereby the cost for cutting & prefabrication will be charged. Under no circumstances will discolouration result in the free delivery of a new canopy.

Outside of continental Europe, the warranty is 2 years. Research does show that the expected lifespan is 5 to 8 years under normal usage, i.e. with daily covering of the sail using the appropriate protective cover and storing it in a dry place.

Special warranty conditions - Zippers

Zippers are very susceptible to correct usage. The risk of breakage increases exponentially in case of inappropriate usage of the zipper. Therefore, study the usage instructions very closely if the selected product has a zipper. If the zipper is stiff, this issue can quickly be resolved using a silicone spray or another lubricant (no oil!).

In case of zipper breakage, Umbrosa can send a replacement zipper.

Legal warranty on protection covers

Protection covers are covered by the legal warranty.

(*) Warranty is only valid if the user does not make any changes to the specified sail systems and accessories. Umbrosa products are used under normal wind conditions and are well and regularly maintained. Damage caused by friction or water collection are not covered by the warranty. This must be avoided at all times as described in the manual chapter 'Do's and Don't's'.