

GUARANTEE



Sun Garden GmbH, Emsdettener Strasse 233, 48485 Neuenkirchen, gives a product guarantee of two years on the basis that Sun Garden GmbH will replace or repair, as they see fit, parts which have become defective due to material or production faults. The guarantee becomes active on the day of purchase.

The following are excluded from the guarantee:

- damages which occur as a result of non-observance of the assembly or operating manuals, unauthorized repairs or improper installation (falls, tipping, etc.)
- products from which the fabrication number (serial number) has been removed or destroyed
- damages due to acts of God (earthquake, wind, etc.)
- physical damage as a result of accident or negligence (fire, smoke, chemicals, etc.)

The completed guarantee form, proof of purchase and photo documentation of the fault is required for all guarantee claims.

GUARANTEE CLAIM PROCEDURES

Should a problem occur with a Sun Garden product, please contact our customer service department at either sungardenservice@earthlink.net or 727 565 4437. For all warranty claims, the following documentation is specifically required:

- copy of the original purchase receipt showing date of purchase and description of the item
- serial number of the parasol, found on the pole close to where it slides into the base
- photo documentation of the problem or fault

Digital photos are acceptable and should be emailed to sungardenservice@earthlink.net. Printed photos may be mailed to:

Sun Garden Service, North America
10596 Nina Street
Seminole FL 33778

If the problem falls within the guidelines of the guarantee, we will supply the parts and/or instructions needed to repair the item at our cost. If the claim does not fall within the parameters of the Guarantee, all parts are available for purchase. To initiate the process, please fill out the Guarantee Claim Form below and fax to 727 393 0831.

GUARANTEE CLAIM FORM

NAME: _____ EMAIL: _____

HOME PH: _____ WORK PH: _____ CELL PH: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PURCHASE DATE: _____ PURCHASED FROM: _____ PRICE: _____

FRAME COLOR: _____ CANOPY COLOR: _____

PARASOL SIZE (circle one): 11.5' octagon 10.5' square 9.5' junior octagon

SERIAL #: _____ (on the pole, close to where it slides into the base)

Briefly describe the problem and/or what happened: _____

PART #: _____ DESCRIPTION: _____

PART #: _____ DESCRIPTION: _____

PART #: _____ DESCRIPTION: _____

PART #: _____ DESCRIPTION: _____

Repair instructions and parts lists are available for all parasols via email as a PDF or via fax.

PLEASE FAX THIS FORM TO 727 393 0831