

WARRANTY

SAVILLE & MATISSE

Our premium range of cafe style patio umbrellas comes available in two ranges, the Saville Square shaped or Matisse Octagonal.

Warranty covers against manufacturing defects on the frame for a three year period.

STANDARD PATIO

The Standard Patio range is made suitable for most table umbrella mounts with its compact 1.5" center pole.

The acrylic fabric features a 5 year fade resistance warranty and 12 months is offered on the frame for manufacturer defaults.

CANTILEVER

The Cantilever range features full 360 degree rotation and height adjustment.

Warranty period is 12 months and covers manufacturer defaults.

X100 & Y100 SERIES

Flare Shade's heavy duty range of commercial grade umbrellas. The X square shape and Y octagonal with a 4x4" (100x100mm) diameter center support pole.

Warranty covers the frame for 5 years on any manufacturer defaults and 5 years on the acrylic fabrics against color fading.

X200 & Y200 SERIES

The 200 Series are our Super Heavy Duty range with the largest support profile, measuring 105x105mm in diameter.

5 years warranty period covers the frame against defects and manufacturer defaults and 5 years on the canopy fabrics against early color fading.

PVC HEAVY DUTY SERIES

PVC Heavy Duty umbrellas are a super heavy duty range that feature polyvinyl canopy fabric for maximum protection from the elements.

Five years of warranty period is offered on the frame against manufacturer defects and defaults. 5 years applies to PVC fabric against undue color fading.

Flare shade umbrella warranty excludes cover for:

- Deterioration due to abuse, neglect, vandalism, burns of any kind, fires and natural disasters.
- Lack of maintenance or inappropriate use.
- Damage due to use of solvent or hardbrushes.
- Damage due to environmental or phytosanitary pollution, organic dirt produced by animals.
- Assembly defects or user error.
- Damage due to placing objects on top, or dropping.
- Unusual atmospheric conditions such as ray, storms, etc.

UMBRELLA	WARRANTY
SAVILLE & MATISSE	3 Years
STANDARD PATIO	12 Months
CANTILEVER	12 Months
X100 & Y100 SERIES	5 Years
X200 & Y200 SERIES	5 Years
PVC HEAVY DUTY SERIES	5 Years

Is your Umbrella not listed? Contact us for warranty information.

MAINTENANCE & CARE

Each Flare Shade umbrella should be packed down during inclement weather conditions such as torrential rains, high strength winds, hail or heavy blizzards and snowfall. This is to protect the canopy, prevent unintended load on the rib bar supports and maximize the lifetime of your umbrella.

The best way to maintain your umbrella for long life is regularly cleaning the top when required and keeping the framework free of dust or moisture. You can wash the canopy fabric with a generic solution of detergent and warm water, using a mop to reach all sides of the material whilst the umbrella is fully extended. Allow the canopy to fully air dry before closing and packing down.

The frame components should be patted dry with a towel or cloth if exposed to excess moisture, then sprayed with silicon at the join between ribs and center pole to allow smooth operation.

REPAIRS & SPARE PARTS

Should any Umbrella be damaged, contact the the Flare Shade office. We will assess the damage and either suggest a repair center, or advise that you return the item to our Warehouse/ Office. In the case of a warranty claim, Warranty Claim Forms are available on our website.



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UMBRELLA MANUAL

IMPORTANT INFORMATION

WARRANTY POLICY

RETURNS POLICY

MAINTENANCE & CARE

REPAIRS & SPARE PARTS



PREMIUM SHADE SOLUTIONS

Flare Shade provides Contemporary Premium Shade Solutions. Our range of umbrellas are engineered for high performance and designed for long-term durability.

web www.flare-shade.com

call (888) 201-1968

email admin@flare-shade.com

PRODUCTION & DELIVERY TIME FRAMES

Flare Shade will endeavor to meet all customer due dates and deadlines. However, as there are many aspects out of our direct control such as third party delivery providers, we can not guarantee a due date. As such, Flare Shade does not accept liability for any missed due date nor do we accept any refund request based on this premise.

Flare Shade has an outstanding reputation for meeting the tightest due dates and our team will continue to strive to be leaders in this aspect.

RETURNS POLICY

100% Satisfaction Guaranteed

As part of the Flare Shade experience, it is our commitment to provide superior products. If you are not completely satisfied with your Flare Shade purchase for any reason, we will make it right.

You can return your product for a replacement or refund within thirty (30) days of your purchase. The product must be in new, unused condition.

Flare Shade does **NOT** accept returns for any custom printed products unless the custom printed product has a fault under our manufacturers warranty.

Flare Shade's guarantee does not cover ordinary wear and tear or damage caused by improper use, naturally caused accidents, storm, rain, or wind gusts.

If you have received your Flare Shade purchase and it has a manufacturing defect in the materials or workmanship please fill out our warranty claim form available on the website and email it through to admin@flare-shade.com.

RETURNING ITEMS

Before returning any part or product to Flare Shade please contact us to obtain specific return shipping instructions admin@flare-shade.com or call us on (888) 201-1968 .

Flare Shade can arrange the product return for change of mind, however, the customer will be invoiced for the shipping cost. In addition, when processing a refund due to change of mind, a component of the original price will be non-refundable. This amount will be equal to the delivery charges charged by the courier company. If you receive a faulty or damaged product a replacement will be provided.

You can return your purchase from Flare Shade by courier, regardless if you have made your purchase on www.flare-shade.com or over the phone (888) 201-1968 .

IMPORTANT INFORMATION

For use on hard surfaces, weight plates, water weights or sandbags **MUST** be used. These are accessories and need to be purchased separately.

All Flare Shade products are considered temporary structures and **MUST** be packed down and stowed away in any adverse weather conditions such as storm, rain, wind or other forces of nature.

INSTRUCTIONS

Please refer to 'Set- Up' instructions supplied within the packaging and via order confirmation. If lost or cannot be found all instructional PFD's are available on www.flare-shade.com in the resource tab on the respective product page.

PRODUCT SPECIFICATION SHEETS

All available product specification sheets can be found on the Flare Shade website at www.flare-shade.com. The sheets are available in PDF format and are located in the resource tab on the respective product pages.

