

## FABRIC WARRANTY

### FLARE SHADE ACRYLIC

Extreme Canopy's 260GSM Acrylic fabric is available in a large range of vibrant colors. Manufactured from high quality outdoor textile fiber, this heavy duty fabric is also perfect for screen printing should you require branding to promote your restaurant, cafe or business.

### RECASENS

Fabric is covered by warranty for a period of five years from date of purchase. Warranty covers abnormal deterioration, rot or loss of colour. Fabric subjected to normal environmental conditions with proper maintenance. Only the value of fabric will be covered by Warranty. This excludes hardware, mechanisms, installation, etc.

### PVC

Plain 800gsm PVC is covered by warranty for a period of five years from date of purchase. Printed PVC & Clear PVC fabrics are covered by warranty for a period of 2 year from date of purchase.

### POLYESTER

Plain 500D PVC Coated Polyester & Printed 600D PU Coated Polyester fabrics are covered by warranty for a period of 1 year from date of purchase.

Flare Shade fabric 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.

FABRIC	WARRANTY
Flare Shade Acrylic	3 Years
Flare Shade Acrylic Printed	2 Years
Recasens	5 Years
Recasens Printed	2 Years
Plain 800gsm PVC	5 Years
Printed PVC	2 Years
Printed 600D PU Coated Polyester	12 Months
Plain 500D PVC Coated Polyester	12 Months

*Your Fabric not listed? Contact us for warranty information.*

## CLEANING

### FLARE SHADE ACRYLIC

Clean using a soft mop and any mild household cleaning fluid such as dish-washing detergent in warm water. Fabric can be cleaned regularly depending on frequency of use.

### RECASENS

Clean fabric once a month with a hose with little pressure, preventing the accumulation and penetration of dirt on the canvas. Neutral soap, warm water and a soft brush can also be used to assist cleaning canvas fabric. Important fabric must be completely dry before packing away.

### POLYESTER & PVC

Clean using a soft mop and any mild household cleaning fluid such as dish-washing detergent in warm water. Fabric can be cleaned regularly depending on frequency of use.

**IMPORTANT:** Do not use solvents on any part of the umbrella. We recommend that the roof of your marquee/umbrella should be cleaned regularly depending on frequency of use. Allow your marquee/umbrella to completely dry before packing down and fitting the protective cover, this will prevent mildew.

## REPAIRS & SPARE PARTS

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



FLARE SHADE PTY LTD  
Suite B/3 Bailey Ct,  
Brendale, QLD 4500

**call** 1300 970 400  
**email** admin@Flare-Shade.com.au  
**web** www.flare-shade.com.au



## FABRIC MANUAL

### IMPORTANT INFORMATION

### WARRANTY POLICY

### RETURNS POLICY

### MAINTENANCE & CARE

### REPAIRS & SPARE PARTS



**GREAT UMBRELLAS AREN'T MADE, THEY ARE CRAFTED**

*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.au](http://www.flare-shade.com.au)

**call** 1300 970 400

**email** [admin@flare-shade.com.au](mailto:admin@flare-shade.com.au)





## PRODUCTION & DELIVERY TIME FRAMES

Flare Shade will endeavour 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 reasons, 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.au](mailto:admin@flare-shade.com.au).

## RETURNING ITEMS

Before returning any part or product to Flare Shade please contact us to obtain specific return shipping instructions [admin@flare-shade.com.au](mailto:admin@flare-shade.com.au) or call us on 1300 970 400.

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.au](http://www.flare-shade.com.au) or over the phone.

## 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 boxes, via order confirmation or if lost or cannot be found all instructional PDF's are available on [www.flare-shade.com.au](http://www.flare-shade.com.au) in the resource tab on product pages.

## PRODUCT SPECIFICATION SHEETS

All available product specification sheets can be found on the Flare Shade website at [www.flare-shade.com.au](http://www.flare-shade.com.au). The sheets are available in PDF format and are located in the resource tab on product pages.

