



Warranty Information

We stand behind our products. All products (excluding printing media and printing) sold by Vantex are warranted against defects in hardware material and workmanship for a period of one <1> year (unless otherwise stated) from the date of shipment arrival within Canada. Under this warranty, we are limited to correcting or replacing, at our discretion, any hardware or parts that shall be returned to us. Products are to be free from defects in hardware material and workmanship if properly used under normal conditions. This warranty shall not apply to any products that must be replaced because of extreme weather condition, or normal wear, or that have been subject to misuse, abuse, negligence, mishandling, misapplication, improper installation or accident, or that have been altered by someone other than Vantex. This warranty also does not cover damages which occurred in shipment or failures which are caused by products not supplied by Vantex. If you believe any Vantex product you have purchased has a defect in material or workmanship or has failed during normal use within the warranty period, please contact us at 604.575.7184 for assistance. The customer will be solely responsible for shipping the product to Vantex for inspection. If we find the product is a defect within the warranty period, we will repair (including labor & parts), exchange, or replace the same product at no cost and will ship via 'ground' service at our expense. All shipments of repaired or replaced products by Vantex will be from the Vantex warehouse in Surrey, BC. Note: Due to the nature of the fabric and weather conditions, Vantex cannot guarantee or predict how long the fabric and color will last in an outdoor environment.