

PRODUCT WARRANTY

Woodline Branding Solutions provides a warranty for its manufactured hardware, covering repairs free of charge for any manufacturing defects or faults, provided that:

- The product was purchased directly from Woodline Branding Solutions and not through another supplier.
- All broken or damaged parts are included when submitting a warranty claim.
- The product has not been altered or modified outside of the Woodline factory.
- The product is delivered or couriered to the following Woodline Branding Solutions location:
Johannesburg: 3 Estee Ackerman Street, Jet Park, Boksburg, South Africa

GAZEBO LIFETIME GUARANTEE

The following items qualify for a lifetime guarantee:

- Stainless Steel Handle
- Stainless Steel Spring
- Stainless Steel Fittings/Screws

2-YEAR WARRANTY

Woodline Branding Solutions offers a **2-year warranty** against manufacturing defects on Woodline hardware-manufactured products and/or faulty materials. Repairs for damages caused by user mishandling or non-manufacturing defects are available at an additional cost. Examples of user damage include:

- Wind damage to gazebos that were not properly secured with guide ropes or umbrellas that were not closed during strong winds.
- Damage from forcefully closing wall banner frames, pop-ups, flying banners or any other product.

NON-FADE LATEX PRINTING ON VIKING CANVAS

Accelerated weather testing conducted by Roediger Agencies CC indicates that our **latex prints on Viking canvas** have a non-fading lifespan of **2 years in full sun**. Please note that the non-fade warranty does not apply to dye sublimation.

SPARE PARTS GUARANTEE

Since Gazebos and Umbrellas from Woodline Branding Solutions are manufactured in-house, we guarantee the availability of spare parts for these products.

IMPORTED PRODUCTS

For imported products, spare parts availability is subject to supplier stock levels, potential product discontinuation, and shipping delays. While we strive to source replacement parts, we cannot guarantee their availability.