

## ADVANING 2-YEAR LIMITED MANUFACTURER'S WARRANTY FOR ALL POLYCARBONATE & GLASS AWNINGS

**LIMITED WARRANTY COVERS THE FOLLOWING** Advaning's warranty provides coverage for all of its original Advaning Polycarbonate and Glass awnings that are sold and installed within the United States of America and Canada to be free of defects in materials and workmanship. This warranty only applies to the original owner/purchaser of the product and is only effective on a basis of twelve (24) months or two (2) years from the date of purchase. Any defects or issues presented to Advaning within the warranty period will be promptly handled by Advaning customer service and resolved within a reasonable timeframe.

Entire awning framework, including polycarbonate sheet and brackets are covered. Should the purchaser/original owner submit a warranty claim within the warranty period. Advaning will provide a resolution option that may include new replacement parts, instructions for repair, or both. Powder coated and painted finishes are excluded and are NOT covered under this limited warranty.

During the warranty period, owners in Canada, Hawaii, Alaska, and Puerto Rico are covered for parts/replacements at no charge. However, the owner would assume all shipping/handling and applicable duties and taxes. Advaning's Warranty does not cover any return shipping or prepaid return labels.

**Should the purchaser/owner notify Advaning within the warranty period from the date of the original purchase and after being deemed defective by Advaning, will the warranty claim be resolved by either of the following:**

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| <b>A.</b> Defective component replacement (shipping charges may apply). | <b>B.</b> Detailed instructions for correcting the issue. Or both A & B. |
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**WARRANTY LIMITATION AND EXCLUSION** The warranty will be in effect once the awning is fully paid for. Advaning is not responsible for damage due to faulty modifications, installation, carrier damage, or re-installation. Advaning assumes no liability for damages sustained to any structure to which the awning is attached, or to any properties located beneath or adjacent to said structure. This limited warranty does not cover damage from ice, snow, hail, high winds, vandalism, neglect, improper use, or any natural disaster. This limited warranty does not cover degradation due to salt corrosion, oxidation, and chipping or peeling of the paint. Powder coated finishes and painted finishes are excluded and are NOT covered under this limited warranty.

ANY MODIFICATIONS OR ALTERATIONS TO THE PRODUCT WILL VOID THIS WARRANTY. ADVANING, INCLUDING ITS SUBSIDIARIES AND AFFILIATES, SHALL NOT BE RESPONSIBLE IN ANY MANNER WHATSOEVER FOR INJURY, DEATH OR DAMAGE TO PROPERTY AS A RESULT OF INTENTIONAL OR ACCIDENTAL MISUSED FOR PURPOSES FOR WHICH THE PRODUCT WAS NOT DESIGNED FOR.

**WHAT IS NOT COVERED BY THE ADVANING LIMITED WARRANTY** This warranty is non-transferable and does not cover product purchases from the initial buyer to a third party. This warranty does not cover incidental damages, such as loss of time, loss of use, or installation costs of defective, repaired, or replaced products. This warranty does not cover products that have been damaged or rendered defective as a result of: (a) neglect, abuse, or misuse. (b) Modification of the original product. (c) Improper use or installation using products not manufactured by Advaning. (d) Service provided by anybody other than Advaning. (e) Abnormal mechanical or environmental conditions. (f) Unusual physical or electrical stress -including failure or fluctuation of electrical power, lighting, static electricity, fire, tornadoes, or other natural disasters.

**WARRANTY CLAIMS** If you experience a problem with your Advaning product, contact Advaning Customer Service Representative's by email at [service@advaning.com](mailto:service@advaning.com), by phone at 714-622-2600 Monday ~ Friday from 8:30 am to 4:00 pm PST or by submitting a Warranty Claim via our website; [www.advanning.com/warranty-support/](http://www.advanning.com/warranty-support/)

- Prior to contacting Advaning for warranty claims, please have your model name/number, original proof of purchase, photos, and or videos of the issue experienced ready for our customer service team to assess.
- Submitting a claim will not extend or alter the warranty coverage period.
- Any work done by a 3rd party or non-authorized Advaning agent will void the warranty.

**SHIPPING DAMAGES:** On the occasion of a damage claim caused by the shipper/shipping company, the owner must contact their point of sale and the delivering freight carrier within 3 days of signing for the delivery in order to make a claim. Failure to report freight damage and missing parts in a timely manner & in accordance with the carrier's guidelines may result in you incurring all costs. Likewise, there are 5-days from the time of delivery to report missing parts to Advaning.

**Questions ?  
Contact Us.  
[service@advanning.com](mailto:service@advanning.com)**

THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE GIVEN, ANY AND ALL LIABILITY FOR BREACH OF ANY IMPLIED WARRANTY OR WARRANTY CREATED BY LAW IS DISCLAIMED. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. UNDER NO CIRCUMSTANCES SHALL ADVANING, INCLUDING ITS SUBSIDIARIES AND AFFILIATES BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES WITH RESPECT TO ECONOMIC LOSS, INJURY, DEATH OR PROPERTY DAMAGE, WHETHER AS A RESULT OF BREACH OF THIS WARRANTY, NEGLIGENCE OR OTHERWISE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you in whole or in part. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.