

SHADESCAPES AMERICAS

Exclusive North American & Caribbean Distributor of Ingenua ShadeSails

Please thoroughly read both sides of this document immediately upon receiving your Ingenua ShadeSail. If you are a dealer or are specifying this product for a client, it is very important that the statements below and the warranty on the prior page are forwarded to the end user of the product.

DAMAGE CLAIMS

Claims made for damage to goods while in transit should be initiated with ShadeScapes within 5 days of receipt of product. Photographs of the damaged packaging and/or concealed damages must be provided to aid in the claims process. A full inspection of your goods upon delivery will dramatically aid in the claims process. In the event that notice of damage is not given within 5 days your claim may be denied. ShadeScapes is here to assist you in a smooth claims process.

READ YOUR INSTRUCTIONS THOROUGHLY BEFORE INSTALLING, ASSEMBLING OR OPERATING YOUR INGENUA SHADESAIL.

Detailed installation and operating instructions are found in each Ingenua component box. ShadeScapes cannot stress enough how important it is that users thoroughly review these instructions prior to installing the installation fitting, and then again before assembling and operating the Ingenua ShadeSail.

Please be advised that the Ingenua warranty does not cover damage caused by incorrect installation, wind, or wrongful use of the product. Read all instructions carefully to properly install and operate your Ingenua ShadeSail. All users must be properly trained in operation and wind guidelines. Once installed, always use COMMON SENSE WIND GUIDELINES: If it is too windy to be outside enjoying the day, it is always best to remove the sail from the mounting points. It is also best to remove the ShadeSail from the mounting points when unattended for an extended period of time. See the Ingenua instructions in each component box for more details on each component. See the Ingenua warranty statement on the reverse side of this document for manufacturer's warranty details.



Umbrosa NV is the manufacturer of the Ingenua® brand of ShadeSails.

ShadeScapes Americas is the exclusive distributor for the Ingenua brand of ShadeSails in North America and the Caribbean. ShadeScapes is an agent for Ingenua ShadeSails sold to Mexico, South American and Central America. All damage claims should be sent to customerservice@shadescapesusa.com.

www.shadescapesamericas.com

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INGENUA SHADESAIL LIMITED WARRANTY CONDITIONS

Wind Related Issues

Ingenua ShadeSails are rated for use in up to 40mph wind (locked in horizontal position) under normal conditions. In tilted position the ShadeSail will catch the wind, and is therefore rated at half the above wind speed. Note that WIND IS NEVER A CONSTANT FORCE, and wind gusts can be twice the average wind speed. It is therefore always recommended to remove the sail from the mounting points whenever unattended for extended periods of time. ShadeSails should also be removed from the mounting points in the event of heavy rain, thunderstorms, hail or any other severe weather conditions. **Damage due to severe weather conditions or improper use is explicitly excluded from warranty coverage.**

Warranty on Metal, Plastic and Aluminum parts

Umbrosa NV warrants to the consumer that the Ingenua product is free from manufacturer defects in material or workmanship for **a period of three (3) years** from the date of original purchase when used in compliance with directions as outlined in the manufacturer's instructions, which includes reasonable and necessary maintenance by the consumer. Warranty does not include normal wear and tear of product. Umbrosa refuses all responsibility for incorrect use or assembly related to installation area, consistency of supports and relative hardware used, and capacity of mounting surfaces. Failure to follow the given assembly, maintenance, use and care instructions will void the product warranty.

In case of manufacturing defects in material or workmanship, Umbrosa NV, agrees to, at their discretion, send the replacement part for all defect parts.

Warranty on Sunbrella Fabric and Texsilk Fabric

Fabric should be cleaned regularly before substances such as dirt, soot, roof particles, etc are allowed to accumulate and become embedded in the fabric. The fabric can be easily cleaned without being removed from the mounting points, simply brush of any loose dirt particles. Hose down and clean with a mild solution of natural soap in lukewarm water (no more than 100°F/35°C). Rinse thoroughly to remove soap. Attach the sail and allow to air dry.

At the end of the season, the ShadeSail should be thoroughly cleaned before storing. Strictly follow washing instructions indicated above.

Never store the Ingenua ShadeSail in damp condition. Make sure the fabric is absolutely dry when putting into winter storage. Place and store in the provided Ingenua Bag to reduce required cleaning and to extend the life of your ShadeSail fabric.

There is a 3 year limited warranty on the integrity of the fabric, including degradation and UV resistance (decolouration).