

# LIMITED WARRANTY AND CUSTOMER SERVICE

## LIMITED WARRANTY COVERS

Advaning warrants all Advaning original products, sold and installed within the 50 states of the United States, to be free of defects of materials and workmanship. This warranty only applies to the original owner or purchaser of the product and is only effective on a basis for sixty (60) months or five (5) years from the date of purchase. Any defects or issues presented to Advaning within the warranty period will be handled by Advaning Customer Service within a reasonable time.

Entire awning framework, including extruded and die cast component parts, springs and cables are covered under the limited warranty. Should the purchaser notify Advaning within the twelve (12) months or one (1) year period from the date of the original purchase, defective component will be replaced in full or repaired by Advaning at no charge. All claims submitted after twelve (12) months or one (1) year but within sixty (60) months or five (5) years from the date of the original purchase, the defective component will be replaced upon the purchaser's payment of 1/60th of the full retail cost of the component for each month of use prior to the claim. 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 THE INTENTIONAL OR ACCIDENTAL MISUSED FOR PURPOSES FOR WHICH THE PRODUCT WAS NOT DESIGNED FOR.

## WARRANTY LIMITATION AND EXCLUSION

The warranty will be in effect once the awning is fully paid for.

**Advaning** is not responsible for damages due to faulty modifications, installation, or re-installation.

Advaning assumes no liability for damage to the structure to which the awning is attached, or to the property located underneath the awning. This limited warranty does not cover damage from ice, snow, hail, high winds, vandalism, neglect, improper use, or any natural disasters. This limited warranty does not cover degradation due to salt corrosion, oxidation, and chipping or peeling of the paint.

## Problems and Warranty Claims

If you experience a problem with your Advaning product, please contact Advaning Customer Service over the phone **Monday through Friday 8:00AM – 4:00PM Pacific Standard Time at 1-855-574-0158** or email us at **service@advaning.com**.

- Prior to contacting Advaning via phone or email for warranty claims, please have your model name/number, serial/lot number, original proof of purchase, and a description of difficulty experience ready for our Customer Service team. Most issues can be resolved over the telephone by our trained Customer Service representatives. If any issues arise that cannot be solved over the phone or email, Advaning will issue a Return Merchandise Authorization ("RMA") number, and arrange replacement parts for you.

For more information on returning a RMA product, please see Advaning Return Policy or contact Advaning Customer Service Department at (855) 574-0158.

- All Work will be carried out by Advaning or its authorized agents and will not extend the warranty coverage period beyond the sixty (60) months from the original date of purchase. Any work done by a third party or non-authorized Advaning agent will void this warranty.

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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.

### **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 product. This warranty does not cover product that has 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.

### **Shipping Damage Claim:**

On the occasion of a damage claim, the end user must contact Advaning 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 and in accordance to the carrier's guidelines may result in you incurring all costs.

Likewise, there are 7 days to report missing parts to Advaning.

For more information, please contact the corporate office.

Advaning Customer Service Center  
Toll Free (US): (855) 574-0158  
Email: [service@advaning.com](mailto:service@advaning.com)  
Monday through Friday 8:00 am to 4:00 pm (Pacific Standard Time)