



Shipping, Return, and Warranty Policy

Customer Service

Hours: 8:00 AM to 5:00 PM EST, Monday through Friday

Toll Free: 1.800.800.6296

Email: support@kingcanopy.com | Web: www.kingcanopy.com

Shipping Policy

Most items ship within 24 to 48 business hours. Items are typically delivered within 3 to 5 business days after pickup by the delivery carrier. Business days do not include weekends, though Saturday delivery may occur in select ZIP codes.

Standard shipping rates apply to the 48 contiguous states only. A physical street address is required. We do not ship to P.O. boxes, freight-forwarding addresses, or international destinations. Alaska, Hawaii, and Puerto Rico require 1-day or 2-day delivery service and may incur additional fees. All other U.S. territories are considered international. Shipping charges are calculated on a per-order basis and depend on box dimensions and weight to your ZIP code. Costs may fluctuate.

Missing or Defective Parts

We do our best to eliminate defective parts before shipment. Carefully inspect all packages on arrival and report any missing or defective items immediately. Any discrepancies must be reported to King Canopy within 30 days of purchase. Please take a few minutes to match all items in the box against the product manual.

If any items are missing or defective, we will ship replacements free of charge. To submit a claim, email support@kingcanopy.com with the following:

- Proof of purchase showing the date of purchase
- Photos of the damaged or defective items and boxes
- A list of missing or damaged items
- Shipping address for replacement parts

Replacements ship free of charge by ground. Next-day or express shipping requires freight collect, paid by you. Damages from improper anchoring, strong winds, snow, ice, or rain are not considered defects. Damage from abuse or neglect, whether accidental or deliberate, is also not covered.

1 Year Limited Warranty

All King Canopy canopy components carry a 1-year limited warranty from the date of purchase. Products are warranted to be free from defects in materials and workmanship during this period.

To submit a warranty claim, email support@kingcanopy.com with proof of purchase, photos of the issue, a list of affected items, and your shipping address. Damages from improper anchoring, strong winds, snow, ice, or rain are not covered. Damages from abuse or neglect, whether accidental or deliberate, are also not covered. This warranty does not pertain to missing or defective parts identified during the 30-day inspection period, which are handled separately as noted above.

Defective Returns

If you receive a product that is defective and wish to return it, contact our customer service department to obtain a return authorization number (RA). All returned items pass through quality control before a credit is issued. You will be notified whether your return is accepted. If not, you have the option to receive the product back at your expense.

Improper Anchoring, Strong Winds, Rain, Snow, Ice

King Canopy does not guarantee these canopies under strong weather conditions, including snow and ice, under any circumstances. These canopies are designed to protect against sun, light rain, tree sap, birds, and similar everyday exposures. They are not designed to hold roof loads from snow, ice, or heavy rains.

If your canopy is anchored incorrectly and is blown away, we will not send free replacement parts for the resulting damage. If strong weather is predicted, remove the cover or take the unit down completely. The cover is designed to be quickly and easily removed.

Non-Warranty Replacement Parts

If your warranty has expired and you need replacement parts that cannot be found on www.kingcanopy.com, please contact us at 1.800.800.6296. We stock replacement parts for most of our products and our customer service department will be happy to assist. Certain regions experience extreme conditions that wear on canopy covers. Normal wear and tear is not covered under warranty and should be expected.

To receive a discounted or free replacement part, you may be asked to return the part, freight prepaid, to our warehouse for inspection before a replacement is sent. In all cases, please provide a copy of your receipt showing the date of purchase, model number, and price.

Return Policy

All returns require a return authorization number (RA). To obtain one, contact our customer service department at 1.800.800.6296. Returns must be submitted within 30 days of the purchase date shown on your receipt. Returns submitted after 30 days without an RA number will not be accepted.

Credit is issued upon receipt and inspection of the product for damage or excessive wear. The full product price will be refunded in the original form of payment, minus a 25 percent restocking fee and shipping and handling. Please allow time for inspection and issuance of the appropriate refund.

Safety and Care Information

- Always use common sense and your best judgment.
- Do not use this canopy as a permanent cover. It is designed for temporary use only. Damages due to weather conditions are not warranted.
- Do not set up on a steep incline.
- Never set up in windy, rainy, or snowy conditions. The canopy is not intended as protection from such conditions. Use for shade only. Disassemble and store properly after each use.
- Do not let snow or rain accumulate on top. It will collapse.
- Always use an anchoring system. Your canopy can take flight in windy conditions. Anchoring is your responsibility, and damage due to weather conditions is not warranted.
- Keep your canopy away from all fire sources, including grills, fire pits, and open flames.
- Do not machine wash the top. Wash with mild soap and water using a brush while the canopy is open without the legs extended. Do not use harsh detergents, abrasives, or bleach.
- Do not put your canopy away while wet or damp. This promotes mildew and rust. Always store completely dry.
- For best results, remove the top and store it in the carry bag after each use to help avoid small rips and tears.
- Never leave your canopy unattended.

Limitations and Disclaimers

ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF PURCHASE.

Except as indicated above, this warranty on King Canopy-branded products is given by PIC America, Ltd. DBA King Canopy ("King Canopy") in lieu of all other warranties, liabilities, and obligations. KING CANOPY WILL NOT HAVE OTHER OR GREATER LIABILITY FOR DEFECTS IN THE PRODUCT, NOR WILL KING CANOPY HAVE ANY LIABILITY FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHETHER FOR BREACH OF ANY EXPRESS WRITTEN OR ORAL OR IMPLIED WARRANTY ON PRODUCTS, BREACH OF CONTRACT, NEGLIGENCE, MISREPRESENTATION, OR OTHERWISE, AND WHETHER RESULTING IN LOST PROFITS, LOSS OF INVESTMENT OR INTEREST ON INVESTMENT, WORK STOPPAGE, OR OTHERWISE. YOUR EXCLUSIVE REMEDY SHALL BE ENFORCEMENT OF THIS WARRANTY UPON THE TERMS AND CONDITIONS CONTAINED HEREIN. NO REPRESENTATIVE OF KING CANOPY OR ITS DISTRIBUTORS OR DEALERS IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state and province to province.

WARNING: Keep all flame and heat sources away from this canopy. This canopy is not fire proof. The fabric will burn if left in continuous contact with any flame source.
