



## WARRANTY INFO

### Missing/Defective Parts

We try our best to eliminate any defective parts that are shipped with our products. Carefully inspect all packages upon arrival and report any missing or defective items upon receipt. Any discrepancies must be reported to King Canopy within 30 days of purchase. Please be sure to take a few minutes to match all items in the box to the items on the product manual. If there should be any missing or defective items, we will ship them free of charge. You will need to fill out a warranty claim form and e-mail, fax, or mail it in along with a proof of purchase showing date of purchase. Your replacement will be shipped free of charge by ground shipping. Next day or express shipping will require freight collect and paid for by you. Damages from improper anchoring, strong winds, snow, ice or rain are not considered defects.

### 1 Year Limited Warranty

All of our canopy components feature a 1-year limited warranty (90 day-limited on Value King Brand items) and are warranted to be free from defects in material and workmanship during this time frame. You must fill out our warranty claim form and provide your proof of purchase receipt. This does not pertain to any missing or defective parts in the 30 day inspection period.

### Defective Returns

If you receive a product that is defective and wish to return it, please contact our customer service department to receive a return authorization number. All items will be passed through quality control before issuing a credit. You will be contacted upon receipt of your returned merchandise and notified whether your return is accepted or not. If not, you will have the option to receive the product back at your expense.

**Improper Anchoring, Strong Winds, Rain, Snow, or Ice** King Canopy/ PIC America, LTD. does not guarantee these canopies under strong weather conditions (including snow and ice) under any circumstances. These canopies are designed to protect against damages cause by sun, light rain, tree sap, birds, etc. They are not designed to hold roof loads that accompany snow, ice, or heavy rains. If your canopy is not anchored securely, strong winds can lift it and cause damage if it is blown over and/or away. Canopies make excellent kites. If your canopy is anchored incorrectly and is blown away, we will not send any free replacement parts for damages. If you know strong weather is predicted, remove the cover or take down the unit completely. The cover is designed to be quickly and easily removed.

### Non-Warranty Replacement Parts

If your warranty expires and you need replacement parts and they cannot be found on [www.kingcanopy.com](http://www.kingcanopy.com), please contact us at 1-800-800-6296. We stock replacement parts for most of our products. Our customer service department will be pleased to assist you in any way possible.

Certain regions of the country are extremely harsh on canopy covers. Normal wear and tear is not covered under warranty, and should be expected.

In order to receive a discounted or free replacement part, you may be asked to return the part, freight prepaid, to our warehouse for inspection before we will send a replacement. You must, in all cases, provide a copy of your receipt showing the date of purchase, model number and price.

### Customer Service:

8:00 AM – 5:00 PM EST, Monday - Friday  
1-919-552-2977 • Toll Free: 1-800-800-6296 • Fax: 1-919-552-5069

### Return Policy

All returns will require a return authorization number (RA). To obtain an RA, please contact our customer service department at (800) 800-6296. All returns must be submitted within 30 days of purchase date, located on receipt. Any returns submitted after 30 days without an RA number will not be accepted. Credit will be issued upon receipt of product and inspected for damages or excessive wear and tear. The full amount of the product will be credited in the form of original payment minus a 25% restocking fee and shipping and handling.

\*Please allow time to inspect and issue the appropriate refund.\*

### Customer Service:

8:00 AM – 5:00 PM EST, Monday - Friday  
1-919-552-2977 • Toll Free: 1-800-800-6296 • Fax: 1-919-552-5069  
[info@kingcanopy.com](mailto:info@kingcanopy.com)

## SAFETY AND CARE INFORMATION

- 1 Always use common sense.
- 2 Do not use your canopy as a permanent cover.
- 3 It is designed for temporary use only. Damages due to weather conditions are not warranted.
- 4 Do not set up on a steep incline. Do not leave unattended.
- 5 Never set up in windy, rainy, or snowy conditions. Canopy is not intended to serve as protection from such conditions. Use for shade only. Disassemble and properly store your Canopy after each use.
- 6 Do not let snow or rain accumulate on top. It will collapse.
- 7 Always use an anchoring system. Your canopy will take flight in windy conditions. Anchoring is your responsibility. Damage due to weather conditions are not warranted.
- 8 Keep your canopy away from all fire sources, such as grills or fire pits.
- 9 Do not machine wash your top. Wash with mild soap and water with a brush while the Instant Canopy is open without the legs extended. Do not use harsh detergents, abrasives or bleach.
- 10 Do not put your Instant Canopy away while wet or damp. This promotes mildew and rust. Always store completely dry.
- 11 For best results in keeping your top clean and to avoid small rips and tears, it is recommended that the top be removed and stored in the carry bag after each use.
- 12 **Never leave your canopy unattended!**

## WARNING!

**Keep all flame and heat sources away from this tent fabric. This tent is made with fabric that meets CPAI-84 Section 6 & NFPA 701 specifications for flame resistance. It is not fire proof. The fabric will burn if left in continuous contact with any flame source.**



## **30 DAY LIMITED WARRANTY**

All of our products are guaranteed to be free from defects at the time of purchase. In the event that you receive your order with a fault or defect, Tarpaflex US LTD will issue a store credit or replace the defective tarp if we are notified within thirty (30) days from the purchase date. After this time, you assume responsibility of the item and any flaws.

This limited warranty is applicable only if defective in workmanship or materials. It does not cover damage due to improper installation, product misuse, wear & tear, wind, rain, snow, ice, fire or any other Act of God.

A picture of the product defect will be required via email prior to arranging the agreed resolution.

The above resolutions of a replacement tarp or store credit are the only remedies applicable. Refunds are not offered on defective goods.

Tarps which are received and have loose or missing grommets will be remedied with a pack of replacement snap 'n' tap grommets. Discretionary tarp replacements may be provided in extreme cases.

Tarpaflex US LTD makes no claims as to the life expectancy of a product, nor does it make any claims as to the suitability of a product for a particular purpose. The only warranty offered by Tarpaflex US LTD is the 30 day limited warranty detailed herein.

## **RETURNS**

We hope you will be happy with your purchase. However, should you change your mind or have made a purchasing error, you may return the goods to us within 14 days of the purchase date for a refund of the merchandise. A 25% restocking fee will be levied and deducted from the total refund due.

The returned goods must be **brand new, unused and in their original packaging**. All items will be inspected upon receipt to our warehouse and any items that are returned in a used or soiled condition will be shipped back to you at your expense and a refund will not be applied.

The return shipping charge is the responsibility of the buyer and any original shipping charges will not be refunded. A copy of your order details needs to be included with the return package and sent to us at address on the second page or emailed back to us.