

Warranty

We warrant to the original purchaser for one year, from the date of purchase, that the frame, Polycarbonate roof panels and all curtains and screen netting will be free from manufacturing defects. Warranty is to the original purchaser and is not transferable.

Your gazebo has been created for four seasons however the roof will not resist to heavy and / or continuous snow accumulation. You **MUST** remove any snow accumulation at all times. For areas where there is severe cold during winter it is recommended that you remove the Mosquito Netting (and Curtain if you have purchased it) and store them safely in a dry area throughout these conditions. Failure to do so will nullify the Warranty.

What is Covered

The 10'X12' Alu Hardtop Gazebo is guaranteed against defective materials from the factory or based on normal use of the product as follows:

- 3 years on the frame and its finish
- 2 year on the Polycarbonate roof panels
- Limited warranty applicable on parts only

Exclusions

IMPORTANT: *One side of the Polycarbonate (PC) roof panels is protected with UV coating and is covered with a plastic film. The UV-protected side must be installed facing the outside of the unit. If not done so the PC roof panels will not be covered by the Warranty.*

The following is not covered:

It remains the consumer's responsibility for freight and packaging charges to and from our service center.

The gazebo used for commercial, contract, or other non-residential purposes, or items damaged due to acts of Nature, or extreme weather conditions such as thunderstorms, windstorms or hailstorms, vandalism, misuse, or improper assembly is not covered.

Discoloration and fading of the finish or fabrics as a result of chemicals or spills are not covered. Corrosion or rusting of hardware is not covered. Damages due to the gazebo not anchored down properly are not covered. Holes in the Polycarbonate roof panels or water infiltration are not covered.

In addition, purchased parts are not covered under this warranty. Proof of purchase (dated register receipt) is required for warranty claims. We reserve the right to make substitutions with similar merchandise, if the model is no longer in production.

As some states do not allow exclusions or limitations on an implied warranty, the above exclusions and limitations may not apply. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

For any inquiries concerning the Warranty of your gazebo contact the Hengya Trade customer service team at 1-855-379-7070 or email service@hengyatrade.com.