

## **MORSHADE, LLC – WARRANTY & RETURN POLICY**

### **WARRANTY**

MORSHADE warrants its outdoor living products - umbrellas, coolers and grills to be free from manufacturing and workmanship defects for a period of 1 year so buy confidently knowing we stand behind our products. Please check your item immediately upon receipt. If there is a defect or damage please include photos of damage and notify our customer care department within 72 hours of receipt of merchandise at [service@morshade.com](mailto:service@morshade.com). A copy of the sales receipt is also required to show proof of purchase.

Umbrellas must be properly grounded in the appropriately mounted MORSHADE umbrella base and closed during inclement weather.

MORSHADE's umbrella warranty does not cover damage to the umbrella frame or fabric created by abuse, misuse, neglect, wind or other "acts of God", accident or modifications. It is the customer's responsibility to take extreme care to safely use the products they purchase.

Our warranty specifically excludes liability for indirect, incidental or consequential damage to property. Ripped, broken or damaged parts must be reported within 72 hours of original store purchase date or receipt of goods (i.e. internet sale), whichever comes earlier. MORSHADE, subject to inspection, reserves the right to repair or replace the product when applicable.

MORSHADE assumes no responsibility for damages occurred during a return shipment.

### **Return Authorization Center Location**

Please call for return authorization.

MORSHADE, LLC  
3500 Marlowe Road  
Williamsport, TN 38487  
855-425-5391 (O)  
931-583-2638 (O)  
931-583-2591 (F)

### **MORSHADE, LLC**

#### **Headquarters/Accounting**

MORSHADE, LLC  
3500 Marlowe Road  
Williamsport, TN 38487  
855-425-5391 (O)  
931-583-2638 (O)  
931-583-2591 (F)  
[poom@morshade.com](mailto:poom@morshade.com)

#### **Customer Service**

[service@morshade.com](mailto:service@morshade.com)  
888-513-9788 (O)  
931-583-2591 (F)

