

Shipping:

California Umbrella does not offer delivery service. All customers must take delivery of their orders F.O.B. Pomona, California. California Umbrella will act to arrange for shipping services at the request of a customer, however, the customer is responsible for all charges, risks, and liabilities associated with using a third party freight carrier to take delivery of their order, all scheduled shipments will be at the factory's convenience. The only Shipping costs that California are directly responsible for are shipping costs that occur as a result of fulfilling the Warranty specified for the items in the customer's order. Once orders have been received by a freight supplier, delivery has been taken by the customer and all lead times are considered complete. Tracking information will be supplied to the customer only after delivery has been taken and only upon request. Shipping Lead times are specific to the items ordered and will vary greatly based on the time of year, the quantity ordered, and specific items ordered. The general In-season lead time on all standard product orders between March 15th and August 30th is ready for shipping, F.O.B. Pomona, California, within 20 business days of the receipt of order; this lead time is subject to change based on the specific details of the order. Out of Season orders have a general lead time, ready for shipping, F.O.B. Pomona, California, within 15 business days of the receipt of the order; this lead time is subject to change based on the specific details of the order. Early buy: Orders that are placed out of season for delivery within season will be ready for shipping, F.O.B. Pomona, California, within 15 business days of the requested ship date. Specialty/custom orders ready for shipping, F.O.B. Pomona, California, within 25 business days of the receipt of order. Express service: Optional express service can be requested for faster delivery; a \$40.00 charge per item will be added. The date requested must be approved by California Umbrella before any work can be done on the order. Express service is not guaranteed, orders will be ready for shipping, F.O.B. Pomona, California within 10 business days from the day we receive the necessary fabric, If the Express service delivery cannot be met, the charge for service will be credited back to the customer, and the Customer will be able to either take delivery upon completion of the order, or they may choose to cancel the order with a 30% restocking fee. Inventory status and a date specific for shipping will be provided to the customer upon request only. California Umbrella will make every reasonable attempt to meet the lead time as specified in these terms and conditions, however unexpected acts of God, Labor shortages, natural disasters, weather, and any other unforeseen interruptions of service beyond our prediction or control may impact the ability of California Umbrella to achieve delivery by the prescribed lead times both in and out of season. California Umbrella shall not be Liable for any damages or penalties arising from such causes. California Umbrella will offer the delayed orders for delivery at the first possible date in our normal operating schedule, Monday through Friday. California Umbrella reserves the right to hold or cancel any order at our discretion without any penalty or damages due. Express service for 50 pieces or more please contact us for details and additional terms. Due to the custom nature and limited quantities of items offered, California Umbrella may not be able to complete an order. In such an event, the balance of the order will be placed on back order, and it will be ready for delivery at a subsequent time or times. There will be no restocking fee for items cancelled from an order that has been back ordered.

Warranty:

California Umbrella honors the following warranty to the original purchaser; 6 months on the Umbrella Frames from the Sunline Brand Product line that they will be free from defects in original material and workmanship, one (1) year limited warranty on California Umbrella Brand Frames, that they will be free from defects in original material and workmanship, 3 (three) Years on all California Umbrella Brand Fiberglass Ribs against breakage in stable climate conditions, 5 (five) or more years against Fade only for Sunbrella brand fabrics (contact California Umbrella for specific warranty information) . California Umbrella will repair or replace your product without any charge during the warranty period. Please contact us for warranty issues and we will issue a return authorization number. This warranty does not provide coverage of reimbursement for Shipping Costs, California Umbrella does not offer delivery services, or warranty for any shipping service, however, California Umbrella can arrange for shipping services to be rendered on behalf of a customer if it is requested. It is the receiving party's responsibility to inspect the shipment for damaged or defective items. California Umbrella will only assume the cost of shipping on any items that arrive damaged or defective in original material and workmanship in the initial shipment, and only up to 15 (Fifteen) days after receipt of goods. Items that arrive damaged by the freight provider are not covered under California Umbrella's Warranty. Any recovery for items damaged by a freight supplier must be addressed to the freight supplier. After the inspection period of time has lapsed, this warranty does not provide for any shipping costs for defective items, inbound and outbound freight charges apply for any warranty replacement that requires it. No warranty or returns will be granted without an approved return authorization number. Specifically excluded from this warranty are all failures caused by neglect of necessary care; unreasonable use; unexpected acts of nature (hurricanes, tornadoes, tropical storms, and any damage caused by wind). This warranty specifically excludes coverage for Fade resistance on Fabric covers on all products in the Sunline Brand product Line. Customers are responsible for safe storage of their Umbrellas at all times, especially when the climate reaches unsafe conditions. This warranty does not provide coverage of reimbursement for loss of use, time, Inconvenience, or any other possible costs associated with the use of a defective item.