



# WARRANTY AND REFUND INFORMATION

## WARRANTY

The Manufacturer should be contacted for any warranty claim prior to returning products or parts.

Impact Canopies warrants to the original retail purchaser who provides a proof of purchase - each part of the IMPACT On-Site Event Branding Solutions - to be free from defects in material or workmanship for a period of 3 months to 3 years (depending on the product) after the date of original purchase.

Please check the original packaging and manual for warranty details where applicable. Manuals are also available for download at [impactcanopy.com](http://impactcanopy.com). To submit a warranty request, the customer must complete our Warranty Claim Form. This can be obtained by going to [impactcanopy.com](http://impactcanopy.com) or by having a Customer Service Representative email or fax the form. Please allow 5-10 business days to process claims.

**If deemed necessary that the product must be shipped back to Impact Canopies for inspection, it is the customer's responsibility to pay for shipping.**

Products covered by Warranty:

### Canopy and Dome Products:

- 1 year limited warranty from the date of purchase for fabric items including tops, walls, rail skirts, table covers, Expodome fabric and rain gutters
- 6 months limited warranty from the date of purchase for custom printed fabric items due to fade or a manufacturing defect (*please note: actual printing is not under warranty and cannot be disputed once customer approves artwork*).
- 1 year limited warranty from the date of purchase for TL, Boot Shade, ALDS, Carnival kits
- 2 year limited warranty from the date of purchase for CL, DS, AOL, Performance Shade, Evento, Display Dome, Expodome
- 3 year limited warranty from the date of purchase for Mega, ML, M
- 3 months limited warranty from date of original purchase for Rail Skirt hardware and all sizes of Canopy Roller Bags
- 3 years limited warranty from the date of purchase for Rubber Weights

### Flags:

- 3 months limited warranty from the date of purchase for all components including flag poles, ground spikes, x- stand, base plate, fabric

### Signs:

- 3 months limited warranty from date of purchase for Spring Signs, Media Lite, Luna Sign

### Impact Air

- 1 year limited warranty from date of purchase for all Impact Air products

### Marquees

- Lifetime limited warranty from date of purchase for Marquee Steel Frame (unless something is damaged because of neglect)
- 1 year limited warranty from date of purchase for Marquee Fabric Membrane; any damage caused by vandalism, improper use, reattachment by customer or Acts of God void this warranty.

### Best of Times Brand Bar:

- 1 year limited warranty from the date of purchase for Best of Times Brand Bar hardware include bar, umbrella, side table and bar stool fabric

### Umbrellas

- 6 month limited warranty from the date of purchase for Impact Parasol in Multi-Color, Blue or Beige and Impact Market Umbrellas

### Event and Enviro Fencing

- No warranty is offered for Event or Enviro Fencing

### Chairs and Wagons:

- 6 months limited warranty from date of purchase for Director's Chair, Bungee Chair, Folding Wagon

This warranty is void if the:

1. product is used under other than normal use and maintenance conditions,
2. product is modified or altered,
3. product is subject to abuse, or neglect,
4. damages are caused by wind, rain, or other forces of nature, nor to accidental or deliberate damage of the product,
5. use of the product does not conform with the product instructions, or
6. product is repaired by someone other than Impact Canopies or an authorized Impact Canopies dealer.

The sole obligation of Impact Canopies under this warranty, or under any other legal obligation with respect to the product, is the repair or replacement by Impact Canopies, or its authorized dealer of such defective or missing parts as are causing the malfunction with new parts, after its own review and examination.

Under no circumstances will the retail customer or any user or dealer or other person be entitled to any direct, special, indirect, consequential, or exemplary damages, for breach of contract, tort, or otherwise. Under no circumstances will any such person be entitled to any sum greater than the purchase price paid for the item of product that is malfunctioning.

No Impact Canopies dealer and no person other than an officer of Impact Canopies may extend or modify this warranty. There are no other warranties from either Impact Canopies or their authorized dealer which extend beyond the face of this warranty. All other warranties, express or implied, including the warranties or merchantability, fitness for a particular purpose, and fitness for use, are excluded.

For more information, please contact the Warranty Department.

### US

877-840-3524  
[warrantyus@impactcanopy.com](mailto:warrantyus@impactcanopy.com)

### Canada

877-776-6655  
[warrantyca@impactcanopy.com](mailto:warrantyca@impactcanopy.com)



## RETURNS, REFUNDS AND EXCHANGES POLICY

A return or exchange may be made on any stock non custom item purchased from Impact Canopies within 30 days of delivery date. Customers are required to pay all shipping cost for returns and exchanges. Refunds will only be granted for merchandise that is unused, unopened and still in its original packaging. Impact Canopies will not send boxes to the customer for repackaging an unused item to ship back to us. Impact Canopies is not responsible for consumer error when ordering online. Impact Canopies will not honor requests after 30 days of delivery date.

To begin a return or exchange, read the policies below. If the requirements in our policies are met, please contact our customer service department and request a Return Merchandise Authorization (RMA) number. The RMA number must be written on the outside of the returning package, as well as on the original invoice or packing slip (photocopies are acceptable). Impact Canopies will not honor returns without RMA numbers. Returns or exchanged merchandise must be received by Impact Canopies within 45 days of the original delivery date using a courier with tracking capabilities, such as Fed Ex.

**Repaired or replacement product will be shipped to the customer by Ground shipping. Expedited shipping will be at the cost of the customer.**

### RETURNS

To qualify for a return, merchandise must be new and in its original condition, including packaging, accessories, warranties, manuals, etc. **The customer is responsible for all charges related to return shipments.** Returned merchandise must be received by Impact Canopies within 45 days of the original delivery date. We highly recommend returning merchandise using a courier with tracking capabilities, such as Fed Ex. Please allow 5 – 7 business days to process returns upon receipt. All returns must be inspected by our quality control division before a credit or refund can be issued. If the merchandise does not pass inspection, the merchandise will be shipped back to the customer without issuance of a credit, and the customer will incur all shipping costs. If merchandise does pass inspection, we will reimburse the customer's credit card for the purchase price of the merchandise, less the original shipping cost and less a 15% restocking fee per item. Credits will only be applied to the credit card used to make the original purchase. If the customer has approved terms with us, the credit will be left on the customer's account for future purchases.

### REFUNDS

New, unopened, non printed, non custom, stock items fulfilled by Impact Canopies may be returned within 30 days of delivery for a refund, less invoiced shipping cost and 15% restocking fee. An RMA number must be arranged by contacting our customer service department. Any item that is damaged, is not in its original condition, or is missing parts for reasons not due to our error may not be returned for refund or exchanges. The customer is responsible for paying the return shipping cost. **We do not accept returns on custom printed orders.** We provide proofs for customers to approve. Once art work is approved, we cannot accept returns.

Impact Canopies will inspect a return within 3 – 5 business days and issue a refund/credit (less invoiced shipping cost and 15% restocking fee) to the credit card that was used to purchase the item or a credit to the customer's account.

### EXCHANGES

To qualify for an exchange, merchandise must be new and in its original condition, including packaging, accessories, warranties, manuals, etc. **The customer is responsible for all charges related to return shipments.** Exchanged merchandise must be received by Impact Canopies within 45 days of the original delivery date prior to new product being shipped out. We highly recommend returning merchandise using a courier with tracking capabilities, such as Fed Ex. Please allow 5 – 7 business days to process exchanges upon receipt. All exchanges must be inspected by our quality control division before an exchange is processed.

### DAMAGED/MISSING PARTS

**Please inspect package upon arrival for any missing or damaged parts. Damaged or missing part claims must be made within 72 hours of receiving the package.** For any questions about damaged or missing parts please contact our customer service department.

For more information, please contact the Customer Service Department.

**US**  
877-840-3524  
warrantyus@impactcanopy.com

**Canada**  
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