

TUUCI WARRANTY

TUUCI constructs its shade structures with the finest marine-grade materials available. We test our products in extreme weather environments to ensure stability, durability and years of worry-free service. In addition, TUUCI personnel carefully follow specific quality control procedures and inspect each product to ensure freedom from any type of manufacturing defect. Our goal is to produce shade platforms that will exceed your expectations and provide a shade experience like non-other in the world. The warranty protection listed below covers manufacturing defects only.

Although all TUUCI marine-grade shade equipment is rigorously tested to withstand incredible forces of nature, and many of TUUCI's shade platforms have been tested in wind conditions which exceed 50 MPH, TUUCI does not recommend or warrant the deployment or use of any collapsible shade equipment in wind conditions which exceed 25 MPH unless and where specifically designated and approved in writing by qualified TUUCI executive and engineering staff members. TUUCI will only warranty products which are properly secured to an adequate base or anchoring system. Further, TUUCI will not cover any damage to a shade or base device which occurs as a result of contact with the ground or any other foreign object including damage which occurs as a result of sudden and severe weather events or other extreme acts of nature. In general, TUUCI recommends that all collapsible shade products be securely closed when not in use.

TUUCI can recommend specific base weight and anchoring systems for specific parasol styles, shapes and sizes, however, TUUCI will only warrant the safe, sensible and reasonable operation of our shade structures within the recommended deployment guidelines. Please contact TUUCI directly if requesting shade devices and anchoring systems which can be warranted in sustained wind conditions which exceed 25 MPH.

The following specific time periods and limitations apply to the product indicated:

15 Year Warranty

Includes OCEAN MASTER™, OCEAN MASTER MAX™ and PLANTATION MAX™ center mast, cantilevered mast, top and bottom hubs and stainless steel hardware only. If warrantable damage occurs to the hubs, center pole or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its discretion. Superficial damage occurring from contact with foreign objects including any type of scratches or abrasions caused from contact with the moving components of the frame itself or canopy during normal operation are not eligible for warranty coverage unless the damage somehow compromises the structural integrity of the frame.

5 Year Warranty

Includes OCEAN MASTER™, OCEAN MASTER MAX™, PLANTATION MAX™, STINGRAY SHADE SCULPTURE, PAVILION and LOUNGE COLLECTIONS connecting brackets, optional hardware (pulleys, auto-loc arms, auto-loc lifts), aluminum canopy ribs and struts and SUNBRELLA® 9.25 oz. marine-grade fabric. If said SUNBRELLA® marine-grade fabric is rendered unserviceable by loss of color or strength caused by UV degradation, mildew, rot or atmospheric chemicals, or warrantable damage occurs to the connecting brackets, attached optional hardware or aluminum canopy ribs or struts, TUUCI will replace or repair said items in this category at its discretion. Labor charges will apply to the cutting and sewing of any SUNBRELLA® fabric replaced under warranty. PLANTATION™ and PLANTATION MAX™ parasols, including the center pole, hub system, fasteners and canopy rib assembly. If warrantable damage occurs to the hubs, center pole or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its discretion.

LOUNGE and PAVILION structures, whether constructed of OCEAN MASTER™ or PLANTATION™ materials, including the tubing, hub system, and fasteners. Fabric warranty separate. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its discretion. Please close or remove canopy tops to any TUUCI LOUNGE or PAVILION product for winds exceeding 35 MPH except where specifically engineered and warranted for specific wind loads according to TUUCI's engineering and usage guide for subject products (property / installation specific).

3 Year Warranty

Covers Bay Master and Vineyard Classic, Fiber-Flex, and Cantilever umbrellas, including the center pole, side Mast, hub system, fasteners and canopy ribs. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its own discretion.

SUNBRELLA® 8.25 oz. standard fabric: If said SUNBRELLA® fabric is rendered unserviceable by loss of color or strength caused by UV degradation, mildew, rot or atmospheric chemicals, TUUCI will replace or repair said fabric. Labor charges will apply to the reinstallation of any SUNBRELLA® fabric replaced under warranty. Fabrication labor for any fabric warranty claim related to loss of color or strength shall be the sole burden of the warranty claimant.

MISTRAL™ hardwood umbrella: including the center pole, hub system, fasteners and canopy ribs. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its own discretion.

2 Year Warranty

Covers Bay Master and Vineyard Ultra –Flex umbrellas, including the center pole, side Mast, hub system, fasteners and canopy ribs. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, TUUCI will replace or repair any item listed in this category at its own discretion.

1 Year Warranty

Covers powder coat finish of aluminum frames and bases including TUUCI's exclusive Aluma-TEAK finish. If any TUUCI applied finish flakes, bubbles, peels, or loses color within one (1) year from the date of purchase, TUUCI will either, re-finish, repair or replace any paint finish damage at its own discretion.

The redeemable value of all warranties provided herewith shall be prorated over the life of the specific implied warranty itself. TUUCI may, at its sole discretion, waive any and all associated warranty, service or shipping charges as any specific case may warrant. In all cases, the warranty claimant shall be responsible for all shipping and/ or freight charges incurred by claimant or TUUCI as a result of a warranty claim. Warranty covers only parts and labor for non-fabric claims. Fabric warranties shall never include the cost of labor and any associated fabrication costs. All warranty claims must be submitted with an original proof of purchase dated from the dealer of origin and description of damage. The foregoing warranties may not be assigned and are available only to the original purchaser of TUUCI products. TUUCI reserves at its sole discretion the right to repair, replace or redesign any product that is returned as a result of a warranty claim.