

LIMITED WARRANTY AND CUSTOMER SERVICE

LIMITED WARRANTY COVERS

Advaning warrants all Advaning original products, sold and installed within the contiguous 48 states of the United States, to be free of defects of materials and workmanship. This warranty only applies to the original owner or purchaser of the product and is only effective on a basis for twelve (12) months or one (1) year from the date of purchase. Any defects or issues presented to Advaning within the warranty period will be handled by Advaning Customer Service within a reasonable time.

Should the purchaser notify Advaning within the twelve (12) months or one (1) year period from the date of the original purchase, defective component will be replaced in full or repaired by Advaning at no charge. Advaning is not responsible for improperly installed parts or damage to any other part of your awning should the part/s fail within the one-year limited warranty period. This limited warranty does not cover any problem / issue / malfunction / or damage to existing parts of your awning during installation or thereafter.

ANY MODIFICATIONS OR ALTERATIONS TO THE PRODUCT WILL VOID THIS WARRANTY.

ADVANING, INCLUDING ITS SUBSIDIARIES AND AFFILIATES SHALL NOT BE RESPONSIBLE IN ANY MANNER WHATSOEVER FOR INJURY, DEATH OR DAMAGE TO PROPERTY AS A RESULT OF THE INTENTIONAL OR ACCIDENTAL MISUSED FOR PURPOSES FOR WHICH THE PRODUCT WAS NOT DESIGNED FOR.

WARRANTY LIMITATION AND EXCLUSION

The warranty will be in effect once the product is fully paid for.

Advaning is not responsible for damages due to faulty modifications, installation, or re-installation.

Advaning assumes no liability for damage to the structure to which the product is attached, or to the property located underneath the product. This limited warranty does not cover damage from ice, snow, hail, high winds, vandalism, neglect, improper use, or any natural disasters. This limited warranty does not cover degradation due to salt corrosion, oxidation, and chipping or peeling of the paint.

PROBLEMS AND WARRANTY CLAIMS

If you experience a problem with your Advaning product, please contact Advaning Customer Service over the phone **Monday through Friday 8:00AM – 4:00PM Pacific Standard Time at 1-855-574-0158 or email us at service@advaning.com**

Prior to contacting Advaning via phone or email for warranty claims, please have your model name/ number, serial/lot number, original proof of purchase, and a description of difficulty experience ready for our Customer Service team. Most issues can be resolved over the telephone by our trained Customer Service representatives. If any issues arise that cannot be solved over the phone or email, Advaning will issue a Return Merchandise Authorization ("RMA") number, and arrange replacement parts for you.

Proof of Purchase: A valid sales/purchase receipt will clearly state the authorized reseller/retailer name, the purchase date and the model number of the product purchased.

For more information on returning a RMA product, please see Advaning Return Policy or contact Advaning Customer Service Department at (855) 574-0158.

All Work will be carried out by Advaning or its authorized agents and will not extend the warranty coverage

period beyond the twelve (12) months from the original date of purchase. Any work done by a third party or non-authorized Advaning agent will void this warranty.

THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE GIVEN, ANY AND ALL LIABILITY FOR BREACH OF ANY IMPLIED WARRANTY OR WARRANTY CREATED BY LAW IS DISCLAIMED.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL ADVANING, INCLUDING ITS SUBSIDIARIES AND AFFILIATES BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES WITH RESPECT TO ECONOMIC LOSS, INJURY, DEATH OR PROPERTY DAMAGE, WHETHER AS A RESULT OF BREACH OF THIS WARRANTY, NEGLIGENCE OR OTHERWISE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you in whole or in part. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

WHAT IS NOT COVERED BY THE ADVANING LIMITED WARRANTY

This warranty is non-transferable and does not cover product purchases from the initial buyer to a third party. This warranty does not cover incidental damages, such as loss of time, loss of use, or installation costs of defective, repaired or replaced product. This warranty does not cover product that has been damaged or rendered defective as a result of:

- (a) Neglect, abuse or misuse.
- (b) Modification of the original product.
- (c) Improper use or installation using products not manufactured by Advaning.
- (d) Service provided by anybody other than Advaning.
- (e) Abnormal mechanical or environmental conditions.
- (f) Unusual physical or electrical stress -including failure or fluctuation of electrical power, lighting, static electricity, fire, tornadoes, or other natural disasters.

SHIPPING DAMAGE CLAIM:

On the occasion of a damage claim, the end user must contact Advaning and the delivering freight/parcel carrier within 3 days of signing for the delivery in order to make a claim. Failure to report freight damage and missing parts in a timely manner and in accordance to the carrier's guidelines may result in you incurring all costs.

Likewise, there are 7 days to report missing parts to Advaning.

For more information, please contact the corporate office.

ADVANING CUSTOMER SERVICE CENTER

Toll Free (US): (855) 574-0158
Email: service@advaning.com
Monday through Friday 8:00 am to 4:00 pm (Pacific Standard Time)