

MAINTENANCE

PROTECTIVE COVERS

Make sure all Protective Covers are clean and dry before installing into any of your canopy tents.

SCREWS

Regularly check that all screws are tight (but not too tight). This can be done by using an allen screwdriver and/or a screwdriver. If the truss bar screw is missing, replace it immediately as it will put extra stress on the frame while erecting.

LEGS

When retracting or extending the outriggers on your canopy tent, the inside and outside of the outriggers are clean and free of the following items: tape, masking tape, cords, and cable ties. When tape, rope, etc. are left on the tent legs, it can cause the inner and outer legs to get stuck.

TRUSS BARS

Truss bars are an integral part of the tent structure and it is recommended that you do not use the canopy tent if truss bars are broken or damaged. Truss bars will not break if handled correctly in normal weather conditions.

CLEANING

Do not use solvents on any part of the Canopy Tent.

ROOF & WALLS

When cleaning your Canopy Tent (Roof, Walls, or Valances), use a soft mop and any mild household cleaning solution, such as dish washing liquid in warm water.

When cleaning the Roof of Canopy Tent, we recommend opening the tent fully and securing it in place. Don't stretch your legs. This will avoid the need for ladders or extension poles.

We recommend regularly cleaning the Roof of your Canopy Tent based on frequency of use.

Allow your Canopy Tent to dry completely before packing and installing a protective cover, which will prevent mildew.

STAINS

Simply clean with a general-purpose mild household cleaner and a clean cloth.

FRAME

We recommend that the Canopy Tent Frame should be cleaned regularly. After use in damp conditions, the Frame should be sprayed with a silicone spray. This will ensure that your Frame is easy to operate and maintains a clean look. Be sure to remove any excess spray before installing the roof.

TRANSPORTATION

Canopy Tent must be upright during transport. If your Canopy Tent needs to be placed horizontally, you must remove the roof to prevent damage.

REPAIRS & SPARE PARTS

ROOF

If your Canopy Tent Roof is damaged, please contact the Westshade office. We will assess the damage and recommend a repair center or have you send the Roof back to our warehouse/office. In the case of a warranty claim, contact with our Customer Service Team: support@westshade.com

FRAME

If your Canopy Tent Frame is damaged, please contact Westshade Office and advise which connectors, truss bars, or legs need to be replaced. Use an allen key or screwdriver to remove damaged parts and replace.

PROTECTIVE COVER

Install the protective cover to the Canopy Tent Frame from top to bottom allowing the Canopy Tent to stand on feet or wheels.

DO NOT drag the Protective Cover as this will cause wear and may damage your Canopy Tent roof and walls.

PRODUCTION & DELIVERY TIME FRAMES

Westshade will endeavour to meet all customer due dates and deadlines. However, as there are many aspects beyond our direct control, such as shipping, we cannot guarantee delivery times. Accordingly, Westshade is not responsible for any missed due dates and will not accept any refund requests based on this premise.

Westshade has a solid reputation for meeting the tightest deadlines, and our team will continue to work hard to maintain this achievement.

INSTRUCTIONS

Please refer to "Set up" instructions provided in the box, via order confirmation, or if lost or found, please visit our website's resource center.



Shop www.westshade.com
Call 949-490-6397
Email sales@westshade.com



TERMS & CONDITIONS

IMPORTANT INFORMATION

WARRANTY POLICY

RETURNS POLICY

MAINTENANCE & CARE

REPAIRS & SPARE PARTS

SHIPPING & DELIVERY



POP UP CANOPY & OUTDOOR BRANDING SOLUTIONS

At Westshade, our goal is to bring comfort, quality, and convenience in enhancing our customers outdoor and indoor experience. In addition to our recreational and optimal business solution shelter, we also provide full custom printing services in creating the ideal advertising method for your next product or service promotion!

Shop www.westshade.com
Call 949-490-6397
Email sales@westshade.com

IMPORTANT INFORMATION

Your canopy tent comes with 8 steel pins and 4 tie down ropes. These **MUST** always be attached. When using on hard surfaces, weight plates or water weights **MUST** be used. Weight plates and water weights are accessories and need to be purchased additionally.

All roof tensioning straps **MUST** be attached and tensioned. These suppression methods will maximize safety, but due to the unpredictable weather, they will not prevent damage.

All canopy tents are considered temporary structures and **MUST** be packed and stored in any adverse weather conditions such as storm, rain, wind or other forces of nature.

WARRANTY INFORMATION

Our products come with all default configurations under the manufacturer's warranty. These warranties cover the performance of the product when properly used and cared for. Warranty for defects in materials or production does **NOT** cover damage and/or damage caused by weather (wind, rain, snow, hail, etc.), improper handling (forced handling, transport stacking, wet storage, etc.) or accidents (falling tents, falling objects, vehicle collisions, etc.) caused by the failure. Damage from these events may be covered by your home or business insurance policy.

If you have a warranty claim against the manufacturer's fault for reasons other than those listed above, please contact our Customer Service Department at support@westshade.com. Please include a photo of the manufacturer's fault when contacting.

STOCK AVAILABILITY

All our products are subject to available stock. If an item is out of stock, we may contact you to provide a replacement. If you do not accept alternate items and your credit card is charged for an out-of-stock item, we will cancel your order and credit your credit card account for the amount charged. If part of the order cannot be fulfilled immediately, the part that can be supplied will be shipped as soon as possible.

MANUFACTURER'S WARRANTY

CANOPY TENT

Frame - Y5 Economic Steel	1 Year
Frame - Y6 Commercial Aluminum	5 Years
Frame - Y7 Heavy Duty Aluminum	10 Years
Plain Roof	1 Year
Roof - Dye Sublimation	1 Year
Roof - UV Printing	2 Years

UMBRELLA

Frame - Aluminum/Fiberglass	3 Years
Roof - SDP Fabric	2 Years
Roof - AGORA Fabric	5 Years
Roof - UV Printing	2 Years
Frame & Roof - Catalina	5 Years

TABLE COVER

Table Cover	1 Year
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DISPLAY SIGNS

Flag	1 Year
Banner	6 Months

ACCESSORIES

Accessories	3 Months
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LIABILITY

Under no circumstances should a damaged product should NOT be use. Damaged products should be immediately packed up and removed. In purchasing any product form Westshade, you agree to not hold Westshade, Westshade representatives & Westshade directors liable for any damage or injury caused by Westshade products. This limitation applies to damage or injury caused by both new, functional or damaged products. In purchasing from Westshade, you also agree to not hold Westshad, Westshade representatives & Westshade directors liable for any loss, damage or injury that may arise because of a product arriving faulty, incomplete, incorrect, or late.

Damaged products should not be used under any circumstances. Damaged products should be packed and removed immediately. When purchasing any product from Westshade, you agree not to be liable to Westshade, Westshade representatives, and Westshade directors for any damage or injury caused by Westshade products. This limitation applies to damage or injury caused by new products, functional products, or damaged products. In purchasing from Westshade, you also agree not to hold Westshade, Westshade representatives and Westshade directors liable for any loss, damage, or injury that may arise from product arrival faulty, incomplete, incorrect, or delayed.

RETURNS POLICY

At Westshade, we are committed to ensuring that our customers receive the full value and quality of every purchase. If for any reason you are not satisfied with your

purchase, we accept merchandise returns within 30 days of purchase. Please note that Westshade does **NOT** accept returns for any custom printed products, unless the custom printed product has a fault under our manufacturer's warranty. All product returns will be automatically subjected to a 15% restocking fee except for merchandise received with a manufacturing defect. In addition, customers will be charged for all return shipping labels.

RETURNING ITEMS

Before returning any part or product to Westshade please contact us to obtain specific return shipping instructions support@westshade.com or call us on **949-390-6551**.

Westshade can arrange the product return for change of mind, however, the customer will be invoiced for the shipping cost. In addition, when processing a refund due to change of mind, a component of the original price will be non-refundable. This amount will be equal to the shipping charges charged by the courier company. If you receive a faulty or damaged product a replacement will be provided. You can return your purchase from Westshade by mail, regardless if you have make your purchase on www.westshade.com or over the phone.

DELIVERY & SHIPPING

BASIC SHIPPING INFORMATION

We ship the products on the same day of purchase if the order is placed before 5:30 PST. Orders that are placed past that time will be shipped out the next following business day. Holidays may delay the shipping time by a day or two.

Delivery takes 3-7 business days (excluding weekends and holidays) depends on the location. To find out exactly how long it will take, click here to find out.

All Westshade orders are shipped (by default) via FedEx Ground shipments service. Unfortunately, we are currently unable to ship to addresses outside the United States.

We provide free shipping in the US and free handling if your order is above \$149. For customers located in Alaska, Puerto Rico, and Hawaii, please contact us for further order estimates. For orders under \$149, the shipping costs vary depending on weight, delivery location, and more.

DELIVERY

If you're ordering a tent, the top roof and frame will arrive in separate packages. Each package has its own tracking number. Thus, you will receive multiple tracking numbers.

If you order a custom printed product, the printing and packaging will be completed within hours once the design is confirmed. Also, delivery will take a few days depending on third party courier.

A signature may be required on receipt of your order.

If you're not in, your order may be left in the front door.