

BackyardCity.com 15 Year Limited Warranty

Shade Sails – Made to Order / Custom

PRODUCT WARRANTY AND LIMITATIONS OF LIABILITY

If this product becomes unusable due to defects in materials or workmanship caused by ultraviolet exposure within two (2) years from the purchase date, BackyardCity.com will, at its discretion, either replace the product (excluding other components) at no cost or refund the original purchase price of the defective item.

BackyardCity.com warrants that your shade sail will arrive free from any defects in materials and workmanship under normal circumstances for 30 days from the time it is delivered. You should immediately open and inspect your items upon receipt. If you receive your order with a fault, defect or damage due to shipping, BackyardCity.com will issue a store credit or replace the damage or defective shade sails if you notify us via email to support@backyardcity.com with pictures of the box and the defect and provide an order or invoice number within thirty (30) days from the date of delivery defined by the shipping carrier's date of delivery. After this time, you assume responsibility for the item and any initial flaws or shipping damages.

FABRIC WARRANTY by Fabric Manufacturers

Commercial 95 340

Commercial® 95 340 is a high-quality knitted HDPE shade fabric designed for tension structures like shade sails, awnings, and shade covers. It is manufactured using high quality ingredients that have been selected for their resistance to ultraviolet light degradation. The product is manufactured by Gale Pacific Limited ACN 082 263 778 ("Gale Pacific"), an ISO9002 accredited company. Gale Pacific Limited carries a **15-Year Warranty on Commercial 95 340 shade cloth** for any defects or fabric degradation that leads to being unserviceable resulting from UV exposure.

Marine / Awning grade Sunbrella®

Sunbrella® awning grade fabric is a solution dyed acrylic high-quality canvas designed for outdoor use that is resistant to water, weather, and fading and is made by Glen Raven Mills, Inc. It is designed especially for UV rays defense, mildew and mold resistance, and easy cleaning. Glen Raven Mills, Inc. maintains a **10-Year Warranty on Sunbrella® fabric** which protects against becoming unserviceable due to undue loss of color and loss of strength from normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals.

THIS WARRANTY IS SUBJECT TO THESE CONDITIONS AND PRODUCT CARE

- If the defect is contributed to or caused by any improper use of the SHADE SAIL or usage of the product for purposes other than that for which it was designed or intended.

- Your SHADE SAIL MUST be installed FIRM AND TIGHT to reduce the wind flap in the shade fabric. SHADE SAILS that are loose and have wrinkles will cause premature failure due to mechanical breakdown. This is not considered a UV breakdown and is not covered by the warranty.
- The SAIL SHADE requires periodic maintenance to ensure that the shade fabric remains tight.
- Your SHADE SAIL may become dirty over time. Care should be taken to avoid Chemicals that may contain Bleach, or other agricultural Chemicals containing Sulphur and or Halogens (chlorine, bromine, etc.). These Chemicals may attack the UV stabilizers within the fabric, thus reducing the Life of the product and negating the warranty.
- Many chemicals could damage your SAIL SHADE. Such chemicals may include pesticides, metals, metal oxides and metal salts, all halogens and chemical compounds containing halogens or sulfur in all their oxidation states. Care should be taken to avoid exposure to petrol, oils etc.
- When cleaning the SHADE SAIL, we recommend the use of a mild dish washing liquid with the use of a low-pressure water hose and a soft scrubbing brush. Do not use high-pressure water to blast the fabric clean.
- The Warranty does not cover damage caused by storms, hailstorm, earthquake, fire, lightning, mechanical damage done by birds, other animals, installation & handling carelessness and any form of vandalism or misuse.
- Your SHADE SAIL should be taken down and stored safely over the winter period if any snow accumulation is expected should always be taken down if tropical storm force conditions, or worse, are forecasted or in effect. If you remove the SAIL SHADE over winter, ensure that it is stored away from rats and mice, preferably stored in a protective bag.
- The warranty does not cover fading, loss of color, or a temporary cosmetic issue that doesn't impact the fabric's functionality or lifespan called "Crazing" which sometimes occurs with Sunbrella Awning grade fabrics.

View products this warranty may cover:

- [Custom Shade Sails](#)
- [Commercial 95 Shade Sails](#)
- [Sunbrella Shade Sails](#)