

# Replacement Swing Set Canopy/Tarp – Warranty

BackyardCity.com stands behind the quality of our custom replacement canopy tarps for swing sets or playsets, crafted from 15oz Solid Vinyl or Marine Grade Sunbrella fabric and tailored to your specified size with attachment methods typically, but not limited to, with snaps or grommets. We offer the following limited warranty from the date of order:

## PRODUCT WARRANTY AND LIMITATIONS OF LIABILITY

BackyardCity.com warrants that your custom swing set canopy / tarp 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 replacement canopy if you notify us via email to [support@backyardcity.com](mailto: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 and/or shipping damages.

## MATERIALS WARRANTY

- ***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.

- ***15oz Solid Vinyl***

Warranted against defects in material for one (1) year from the date of order.

## WORKMANSHIP WARRANTY

We warrant the workmanship of our canopy tarps, including sewing, and any additional components or modifications made to facilitate attachment to the swingset or fort, for two (2) years from the date of order.

## THIS WARRANTY IS SUBJECT TO THESE CONDITIONS AND PRODUCT CARE

- If the defect is contributed to or caused by any improper use of the Playset Canopy or usage of the product for purposes other than that for which it was designed or intended.
- Damages or defects caused by poor designs like, but not limited to, exceeding grommet or snap specifications, installing over sharp edges, excessive wrinkles, loose fabric installation or allowing Swing Set Tarp to chafe or rub on other objects.
- Your Replacement Swing Set Canopy MUST be installed FIRM AND TIGHT to minimize wrinkles and reduce wind vibrations or whipping to the fabric. Playset Canopy Tops that are attached loose

and/or have wrinkles will cause premature failure due to fabric structure breakdown. This is not considered a UV breakdown and is not covered by the warranty.

- The Swing Set Tarp fabric requires periodic maintenance to ensure that the shade fabric remains tight and near wrinkle free.
- Your Swingset Canopy Top 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 Swing Set Canopy. 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 Swing Set Canopy, 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, wind, earthquake, fire, lightning, or any other acts of GOD, mechanical damage done by birds, other animals, installation & handling carelessness and any form of vandalism or misuse.
- 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.

## **How to Make a Warranty Claim**

To initiate a warranty claim, please notify us via email to [support@backyardcity.com](mailto:support@backyardcity.com) with supporting photos of the overall canopy/tarp and close-ups of the damages along with your order number, a description of the issue. We will review your claim promptly and provide instructions for any possible solution.

BackyardCity.com reserves the right to inspect the product before approving a repair, replacement, or refund. Shipping costs for warranty claims may be covered at our discretion.

This warranty is subject to change without notice. Please retain your order confirmation as proof of purchase.

View [Swing Set Canopy / Tarps](#) this warranty may cover:

- [Custom Replacement Swing Set Tarps - Vinyl](#)
- [Canvas Sunbrella Swing Set Canopies](#)