



WARRANTY

CANOPRO ELITE WARRANTY

The Canopro Elite is our market leading Instant Shelter. We are so confident in the quality of our Canopro Elite Shelter, not only will you get the 12-month manufacturers warranty, but you will also get 36 months frame work warranty and the additional cover of our 12 months accidental damage scheme.

- 12 months manufacturers warranty
- 36 months framework warranty
- 12 months accidental damage scheme

Warranty Terms

- Manufacturers warranty is limited to clear manufacturing faults. It does not cover damage caused from use, weather, storage or transportation.
- If damage is caused by use, weather or storage/transportation we will provide a full spare parts list.
- Damaged caused to frame from external factors is not covered under warranty, again full parts can be provided
- Any tears, rips or zip damages on fabric would be repaired (if deemed to be a warranty claim). At our discretion we may supply new fabric, but in order to minimize wastage a professional repair would be carried out. This takes around 5-7 days to complete.
- If fabric damage has been caused by external factors a repair is available subject to a charge.
- Spare parts would always be provided in a warranty claim, we would not unless confirmed swap a frame.

Accidental Damage Scheme

- The accidental damage scheme is limited to 20% the cost of a new frame
- If the parts needed amount to more of this, and a new frame is preferential, then a 20% discount would be added.
- All shipping costs are charged at cost

Repair Service

We understand that sometimes clients would prefer us to carry out any repairs. This is possible but must be booked in with your sales representative.

- We understand our frames are not easy to send, so collection can be arranged with courier at cost
- Frame must be packaged correctly and is your responsibility until arriving back to us
- We will provide a full quote prior to carrying out any work
- All parts included in warranty would be free of charge
- Labor will be charged to carry out the repair. This would be quoted prior to work being carried out
- Shipping back would be charged at cost
- Frames can be dropped at our warehouse, but unless otherwise confirmed and booked beforehand, repairs cannot be completed while you wait.

