



WARRANTY

CANOPRO LITE WARRANTY

The Canopro Lite is our market leading mid-range Instant Shelter. We are so confident in the quality of our Canopro Lite Shelter, not only will you get the 12-month manufacturers warranty, but you will also get 24 months frame work warranty.

- 12 months manufacturers warranty
- 24 months framework warranty

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.

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.

