

## TentCraft, LLC / SEG Warranty

### Lifetime, Non-Transferable, Limited Structural Hardware Warranty with 1-Year Printed Soft Goods Warranty

#### What and Who are Covered:

TentCraft, LLC ("TentCraft") warrants to the original purchaser that its Silicone Edged Graphic (SEG) display will be free from manufacturing defects in material and workmanship. Your SEG frame and soft goods are fabricated and assembled by skilled craftsmen using premium materials. If the soft goods/graphic of your inflatable tent becomes defective due to manufacturer's error, we'll repair or replace it up to 1-year after its original purchase date. If TentCraft determines, in its sole discretion, that its SEG products have a manufacturing defect under the terms of this Limited Warranty, TentCraft will, at its option, either (1) pay to repair or replace any product it determines to have a manufacturing defect, or (2) refund the amount paid by the original purchaser.

In no event will the value of TentCraft's obligations under this Limited Warranty exceed the purchase price of the original products that TentCraft determines has a manufacturing defect. Any costs or expenses beyond this amount are the responsibility of the purchaser.

In the event of repair or replacement under the terms of this Limited Warranty, the warranty applicable to the original SEG product shall apply to the repaired or replaced product and will extend for the balance of the original warranty period.

In our experience, most damage occurs as a result of improper ballasting or poor product installation. Please read all instructions before beginning setup. If provided, foot bases must be used for setup. This product is not recommended for outdoor use.

#### Limitations:

The SEG Hardware Lifetime, Limited Warranty and 1-Year Soft Goods Warranty does not provide protection against failure, defect, or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- Misuse, abuse, neglect, improper handling, or improper storage;
  - o Not using the supplied transportation boxes
  - o Laying the SEG graphic & frame down on ground for long periods of time
  - o Stacking SEG extensively or stacking heavy objects on them
  - o Taking the frame hardware apart without removing the soft goods
  - o Dragging the soft goods and/or hardware across pavement or rough surfaces
  
- Shipping damage not noted with shipper at time of delivery;

- Damage due to improper use and ballasting as recommended by TentCraft;
- Failure of owner to provide normal maintenance and cleaning;
  - Use of bleach or harsh cleaners voids soft-goods warranty
- Damage consistent with normal weathering, wear and tear, fading, chalking, and oxidation;
- Discoloration or other damage caused by air pollution, mold, mildew, exposure to harmful chemicals or normal weathering resulting from exposure to the elements;
- Damage resulting from accidents, fire, vandalism, wind exceeding design parameters, projectiles, earthquake, flood, lightening, hurricane, tornado, other casualties or acts of God;
- Items that are lost or stolen;
- Any other cause not resulting from a manufacturing defect in the SEG product supplied by TentCraft.

Damage to your SEG that is not covered under this warranty may be repaired or replaced at a reasonable cost. Replacement parts are available and TentCraft commits itself to working with you to ensure any damaged products are restored to a functioning state as quickly as possible.

### **Normal Weathering:**

Normal weathering is defined as exposure to sunlight and extremes of weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains. The severity of any condition depends on the geographic location where the product is used, the cleanliness of the air in the area, and many other influences over which TentCraft has no control.

### **Warranty Duration – 1 Year Soft Goods Warranty:**

SEG soft goods carry a 1-year limited warranty when used in standard applications subject to all the terms and limitations set forth herein. The SEG soft goods will be replaced or refunded within a year of the date of shipment if a manufacturing defect has been determined.

### **What the SEG Owner Must Do:**

If you believe your SEG product has a manufacturing defect, or faded beyond normal weathering, you must promptly notify TentCraft in writing using the attached PDF warranty form. TentCraft will evaluate each properly reported claim under the terms of this Limited Warranty and will notify you of any additional information, photos, or product samples it may need in order to process your claim. In order to process your warranty claim, you must complete the PDF warranty form, include any additional documentation and photos, and submit all documents to your sales representative.

### **Exclusive Warranties and Limitations of Remedies:**

This document constitutes the exclusive warranties and remedies provided by TentCraft LLC. The warranties and remedies contained in this document are expressly in lieu of any and all other obligations, guarantees, warranties and representations, whether written, oral, or implied by statute, at law or in equity, including without limitation, the implied warranties of merchantability and fitness for a particular purpose. Some states or provinces may not allow the exclusion of implied warranties or may determine a period of time following a sale that a purchaser may seek a remedy under implied warranties, so the above exclusion may not apply to you.

TentCraft's obligations, responsibilities and liability shall be limited to repairing, replacing, or refunding the defective product as set forth in this limited warranty. In no event shall TentCraft be liable for any special, indirect, incidental, or consequential damages of any kind, including, damage to property, buildings, or contents within or around the products, or for injury to any persons, that may occur as a result of the use of TentCraft's products or as a result of the breach of this warranty. If your state or province does not allow exclusions or limitations of special, indirect, incidental or consequential damages, the above limitations may not apply to you.

In no event shall TentCraft's total liability arising out of or related to the product(s) covered under this warranty exceed the original purchase price of the products.

This Limited Warranty applies to all SEG products shipped after **July 15, 2023**.