

## TentCraft, LLC / MONARCHTENT Warranty

### Lifetime, Non-Transferable, Limited Structural Frame Warranty with 7-Year Canopy Warranty

#### What and Who are Covered:

TentCraft, LLC ("TentCraft") warrants to the original purchaser that its MONARCHTENT Frames and Canopies will be free from manufacturing defects in material and workmanship. Your product is manufactured in our U.S. facility with premium materials. If TentCraft determines, in its sole discretion, that its MONARCHTENT 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 MONARCHTENT 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 lack of supervision. A heavy gust of wind can cause your tent to become a hang glider, which is dangerous and likely to result in damage when it crashes back to Earth. Your tent should not be left up unattended overnight as weather is unpredictable and your tent is not designed to function as a semi-permanent structure.

#### Limitations:

The MONARCHTENT Frame System Lifetime, Limited Warranty and 7-Year Canopy 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 cover bags
  - o Laying the tent down on ground for long periods of time
  - o Stacking the tents extensively or stacking heavy objects on them
  - o Collapsing tent without undoing the valance straps
  - o Dragging the canopy and/or frame 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;
  - o Includes over tensioning/using heavy duty ratchet strapping
- Failure of owner to provide normal maintenance and cleaning;
  - o Use of bleach or harsh cleaners voids canopy 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 MonarchTent product supplied by TentCraft.

Damage to your MONARCHTENT 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 – 7 Year Canopy Warranty:**

The Monarch Canopy carries a 7-year limited warranty when used in standard applications subject to all the terms and limitations set forth herein. The canopy products will be replaced or refunded according to the following prorated schedule if a manufacturing defect has been determined:

<b>Recovery</b>	<b>Years</b>
100%	1st Year from date of shipment
75%	2nd Year from date of shipment
60%	3rd Year from date of shipment
45%	4th Year from date of shipment
30%	5th Year from date of shipment
10%	6th – 7th Years from date of shipment

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

If you believe your MONARCHTENT 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 MONARCHTENT products shipped after **March 15, 2021**.