



TentCraft, LLC / Media Wall Frame Warranty

Lifetime, Non-Transferable, Limited Structural Frame Warranty

What and Who are Covered:

TentCraft, LLC (“TentCraft”) warrants to the original purchaser that its Media Wall Frames and Soft Good 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 Media Wall 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 Media Wall product shall apply to the repaired or replaced product and will extend for the balance of the original warranty period.

Limitations:

The Media Wall Frame, Limited 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.
 - Not using the supplied cover bags
 - Laying the media wall down on ground for long periods of time
 - Holes, punctures, or other damages when proper procedures are not followed.
 - Stacking the media walls extensively or stacking heavy objects on them
 - Dragging the soft goods and/or frame across pavement or rough surfaces.
 - Damage resulting from failure to use proper ground clothes during installation and dismantling.
 - Extended use without cleaning
 - Storage of a Media Wall that has not been thoroughly dried.
 - Damage resulting from the use of washing machines.
 - Allowing “Wind Whip” (loosely tensioned fabric that whips in the wind causing damage)
- Shipping damage or shortages not noted with shipper at time of delivery.
- Failure of owner to provide normal maintenance and cleaning.
 - Using harsh detergents and solvent containing bleach or high-abrasive cleaners including wire brushes and power washers
- 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, lightning, 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 Media Wall product supplied by TentCraft.

Damage to your Media Wall 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.

Installation:

The media wall installer accepts the sole responsibility for the safe installation, teardown, and maintenance of any TentCraft structure. TentCraft is unable to know site conditions or the weather conditions where product will be installed and can only supply engineering based on the products design parameters. It is the INSTALLER'S responsibility to deem the structure unsafe for occupancy if/when the situation/weather becomes unstable. Use proper ballasting technique when installing.

What the Media Wall Owner Must Do:

If you believe your Media Wall has a manufacturing defect, or faded beyond normal weathering, you must promptly notify TentCraft in writing using our electronic warranty form located at tentcraft.com/support#warranty. 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.

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 Media Walls shipped after January 1, 2023.