

# WARRANTY

## GenTent Safety Canopies 1 Year Limited Warranty

### Warranty Qualifications

GenTent Safety Canopies (GSC) will register this warranty upon receipt of your Warranty Registration Card and a copy of your sales receipt from one of GSC's retail locations as proof of purchase.

Please submit your warranty registration and your proof of purchase within ten (10) days of the date of purchase.

### Repair/Replacement Warranty

GSC warrants to the original purchaser that the mechanical components will be free of defects in material and workmanship for a period of one year (parts and labor) from the original date of purchase and 90 days (parts and labor) for commercial and industrial use. Transportation charges on product submitted for repair or replacement under this warranty are the sole responsibility of the purchaser. This warranty only applies to the original purchaser and is not transferable.

### Do Not Return The Unit To The Place Of Purchase

Contact GenTent Safety Canopies Technical Service and GSC will troubleshoot any issue via phone or e-mail. If the problem is not corrected by this method, GSC will, at its option, authorize evaluation, repair or replacement of the defective part or component. GSC will provide you with a case number for warranty service. Please keep it for future reference. Repairs or replacements without prior authorization, or at an unauthorized repair facility, will not be covered by this warranty.

### Warranty Exclusions

This warranty does not cover the following repairs and equipment:

#### Normal Wear

Products with mechanical and electrical components need periodic parts and service to perform well. This warranty does not cover repair when normal use has exhausted the life of a part or the equipment as a whole.

#### Installation, Use and Maintenance

This warranty will not apply to parts and/or labor if the product is deemed to have been misused, neglected, involved in an accident, abused, loaded beyond the product's limits, modified, installed improperly or connected incorrectly to any electrical component. Normal maintenance is not covered by this warranty and is not required to be performed at a facility or by a person authorized by GSC.

### Other Exclusions

This warranty excludes:

- Cosmetic defects such as paint, decals, or discoloration, etc.
- Punctures from sharp or falling objects

### Limits of Implied Warranty and Consequential Damage

GenTent Safety Canopies disclaims any obligation to cover any loss of time, use of this product, freight, or any incidental or consequential claim by anyone from using this product. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

A unit provided as an exchange will be subject to the warranty of the original unit. The length of the warranty governing the exchanged unit will remain calculated by reference to the purchase date of the original unit.

This warranty gives you certain legal rights which may change from state to state or province to province. Your state or province may also have other rights you may be entitled to that are not listed within this warranty.

### Contact Information

#### Address

GenTent Safety Canopies LLC.  
99 Pine Rd.  
Brentwood, NH 03833 USA [www.gentent.com](http://www.gentent.com)

#### Customer Service

781-334-8368  
[service@gentent.com](mailto:service@gentent.com)



### Register your Storm Shield:



[www.gentent.com/stormshield](http://www.gentent.com/stormshield)



#### Registration Ensures:

- Product warranty activation
- Important safety and product updates
- Exclusive offers for registered customers

**We never share your contact information**

### Need Help? Questions? Returns or Exchanges?



#### We're here for you!

Email: [support@gentent.com](mailto:support@gentent.com)  
Call: 1-781-334-8368  
Send us your installation pictures.  
We're happy to offer feedback and tips!