

WARRANTY



TROPITONE CONSUMER 15/5-YEAR WARRANTY

When used in a residential setting, we warrant our frames for fifteen years. The warranty is valid from the date of purchase and applies only to the original purchaser. Proof of purchase is required. If your Tropitone frame fails structurally during normal usage, or if the finish peels, cracks or blisters within five years, we will repair, refinish or replace the frame at manufacturer's discretion (with same or similar product if discontinued) at no charge. Parts and labor are included. Tropitone will pay freight costs for the first year in the Continental U.S. In addition, the Five, Three and One year warranties below apply.

COMMERCIAL 5/3-YEAR WARRANTY

When used in a commercial setting, we warrant our aluminum and stainless steel frames for five years from the date of purchase. Commercial use is defined as use in any public area. If your Tropitone frame fails structurally during normal usage or if the finish peels, cracks or blisters within five years from the date of purchase, we will repair, refinish or replace the frame (with same or similar product if discontinued) at no charge. Parts and labor are included during the first year. Tropitone will pay the freight costs for the first year. In addition, the Five, Three and One year warranties below apply.

For 5 Years

We warrant our vinyl straps and lacing against breakage for five years from the date of purchase. This applies only to breakage, not color changes. In the unlikely event that a strap breaks or pulls loose, Tropitone will supply a replacement strap at no charge. (Labor not included.)

For 3 Years

We warrant our vinyl straps against discoloration for three years from the date of purchase. In the unlikely event that a strap is grossly discolored, Tropitone will supply a replacement strap at no charge. (Labor not included.) Strap replacement due to discoloration is at vinyl supplier's discretion.

RotoForm3 frames are warranted for 3 years against fading and manufacturing defects. Basta Sole umbrella frames are warranted against splitting, rusting or other manufacturer defects for three years. Solid surface table tops used in residential areas are warranted against manufacturer's defect for three years. Tropitone will pay residential freight costs for the first year in the Continental U.S. If the Stoneworks or solid surface top fails structurally during normal usage or if the finish peels, cracks or blisters within three years from date of purchase, we will repair, refinish or replace the top. Woven seat buckets used in residential areas are warranted against manufacturer's defect for 3 years. Tropitone will pay commercial freight costs for the first year. (Labor is included for the first year.)

For 1 Year

We warrant the fabrics on our cushions, umbrellas and slings for one year against tearing, discoloration or fading. We warrant the following for one year from the date of purchase: Woven seat buckets used in commercial areas against manufacturer's defects, finish on coiled steel spring rocker mechanisms, cushion fills, acrylic table tops against bowing and warping, teak components, glides, hardware, wheels, connectors, table rims, metal umbrellas and umbrella bases. Solid surface table tops used in commercial areas are warranted against manufacturer's defect for one year. Teak used in residential settings is warranted against structural failure during normal usage for one year.

What Is Not Covered

- Failure caused by unreasonable or abusive use
- Failure caused by neglect of reasonable and necessary care and maintenance
- Normal fading of fabrics or upholstery materials
- Normal fading of woven seat materials
- Wind damage on umbrellas.
- Glass Table Tops
- Acrylic Table Tops with umbrella holes (Commercial)
- Steel Swivel Mechanisms (Commercial)
- Bursting or cracking of tubing due to exposure to water and freezing temperatures
- Changes in wood color due to the natural aging of the wood or staining
- Return freight after first year (Consumer & Commercial)

Seaside use

Due to the demands of salt air, Tropitone recommends weekly or biweekly periodic cleaning of buildup and potential oxidation. Tropitone also recommends quarterly waxing of your Tropitone frames to assist in your product's maximum longevity. Failure or neglect to make needed cleanings may cause paint to blister, and such failure will void the Warranty.

Note: Warranty is valid from the date of purchase to the original purchaser only.

Proof of purchase is required. Pictures or inspection may be required.

BASTA SOLE™ UMBRELLAS Consumer and Commercial Warranty

A market umbrella is a shade structure and is not meant for protection from the elements. Proper care of the umbrella necessitates closure of the umbrella during inclement weather. Basta Sole umbrellas are warranted against splitting, rusting, or other manufacturing defects from normal exposure conditions for 3 years.

- All bases are warranted for 1 year.
- Fabrics are warranted for 1 year.
- At the discretion of the manufacturer, a damaged part will be replaced free of charge provided there is proof of purchase, and pictures to support warranty claim.

What Is Not Covered

- Wind damage is not covered.
- Failure caused by unreasonable or abusive use.
- Failure caused by customer neglecting to provide reasonable and necessary care.
- Normal fading of fabrics or materials.
- Acts of nature.
- Crank umbrellas are not covered for commercial use.

Please Note: Basta Sole shall not be liable for shipping charges of items returned after 1 year from the date of purchase. Written authorization is required on all goods returned.