

Warranty Info

Missing / Defective Parts

We try our best to eliminate any defective parts that are shipped with our products. Carefully inspect all packages upon arrival and report any missing or defective items upon receipt. Any discrepancies must be reported to King Canopy within 30 days of purchase. Please be sure to take a few minutes to match all items in the box to the items on the product manual. If there should be any missing or defective items, we will ship them free of charge. You will need to fill out a warranty claim form and e-mail, fax, or mail it in along with a proof of purchase showing date of purchase. Your replacement will be shipped free of charge by ground shipping. Next day or express shipping will require freight collect and paid for by you. Damages from improper anchoring, strong winds, snow, ice or rain are not considered defects.

1 Year Limited Warranty

All of our canopy components feature a 1-year limited warranty (90 day-limited on Value King Brand items) and are warranted to be free from defects in material and workmanship during this time frame. You must fill out our warranty claim form and provide your proof of purchase receipt. This does not pertain to any missing or defective parts in the 30 day inspection period.

Defective Returns

If you receive a product that is defective and wish to return it, please contact our customer service department to receive a return authorization number. All items will be passed through quality control before issuing a credit. You will be contacted upon receipt of your returned merchandise and notified whether your return is accepted or not. If not, you will have the option to receive the product back at your expense.

Improper Anchoring, Strong Winds, Rain, Snow, or Ice

King Canopy/ PIC America, LTD. does not guarantee these canopies under strong weather conditions (including snow and ice) under any circumstances. These canopies are designed to protect against damages cause by sun, light rain, tree sap, birds, etc. They are not designed to hold roof loads that accompany snow, ice, or heavy rains. If your canopy is not anchored securely, strong winds can lift it and cause damage if it is blown over and/or away. Canopies make excellent kites. If your canopy is anchored

incorrectly and is blown away, we will not send any free replacement parts for damages. If you know strong weather is predicted, remove the cover or take down the unit completely. The cover is designed to be quickly and easily removed.

Non-Warranty Replacement Parts

If your warranty expires and you need replacement parts and they cannot be found on www.kingcanopy.com, please contact us at 1-800-800-6296. We stock replacement parts for most of our products. Our customer service department will be pleased to assist you in any way possible.

Certain regions of the country are extremely harsh on canopy covers. Normal wear and tear is not covered under warranty, and should be expected.

In order to receive a discounted or free replacement part, you may be asked to return the part, freight prepaid, to our warehouse for inspection before we will send a replacement. You must, in all cases, provide a copy of your receipt showing the date of purchase, model number and price.

Customer Service:

8:00 AM – 5:00 PM EST, Monday - Friday

1-919-552-2977

Toll Free: 1-800-800-6296

Fax: 1-919-552-5069