

GALTECH INTERNATIONAL

LIMITED WARRANTY POLICY

UMBRELLA FRAMES & STANDS

1 YEAR WARRANTY - All Galtech Market Umbrellas & Stands from the original date of consumer purchase.

2 YEAR PREMIUM WARRANTY - All Galtech AUTOTILT Umbrellas and the following items:
762, 722, 732, 781, 782, 791, 792, 887, 899, 897

Verification of the date of consumer purchase is required for product to qualify under Galtech's warranty.

Galtech International warrants that these products shall be free from defects in workmanship and materials under normal and reasonable use and proper assembly as follows:

What is covered: Broken tilt mechanisms, broken cords, broken cranks

What is not covered: DAMAGE CAUSED FROM WIND CONDITIONS ARE NOT COVERED UNDER ANY CIRCUMSTANCES! Damage indicative of wind include broken ribs and bent aluminum poles. Replacement of warranty items will be determined upon factory discretion.

COVERS

Covers are warranted against loss of color from normal exposure conditions for the following duration:
Sunbrella: 5 years / Suncrylic: 1 year

TERMS & CONDITIONS

1. Orders are shipped Net 30 Days based on approved credit, unless Early Buy Dating Terms apply. Orders exceeding \$5000 that are received by December 1st, 2025 qualify for Dating Terms.
2. Invoices are due and payable in accordance with terms listed on invoice. A late charge of 1.5% per month will be added to all past due accounts. A \$15.00 charge will be applied to all returned checks.
3. All Claims for shortages, damage or shipment errors must be made within 10 days after receipt of product.
4. Absolutely no returns for credit will be accepted after the merchandise is received for over 30 days.
5. A Restocking Fee of 20% will be charged on merchandise returned for credit or refund within 30 days from receipt of product. If there is a shortage of components in the returned goods, the value of such components will be deducted from the credit to the customer.
6. Special order items are non-returnable, non-refundable & non-exchangeable.
7. Any items that are returned for warranty or non-warranty purposes must be issued a Return Authorization Number to be received by Galtech. Only upon issuance of an RA # and inspection by Galtech, will credit or replacement items be issued under our warranty guidelines. ANY RETURNED ITEM MUST INCLUDE THE RA# ON THE RETURN PACKAGE.
8. Order cancellations must be requested via email. Any order that is cancelled after shipping will be subject to a 20% restock charge. It is the responsibility of the dealer to pay the freight charges both to and from Galtech on any cancelled order, once it has shipped.
9. BY ACCEPTING DELIVERY OF THE GOODS AND INVOICE, YOU EXPRESSLY CONSENT TO OUR GENERAL TERMS, CONDITIONS, AND WARRANTS OF SALE HEREIN PRINTED. IF YOU DO NOT AGREE, PLEASE NOTIFY US IN A TIMELY MANNER AS PROVIDED BY LAWS AND RETURN THE GOODS TO US. THANK YOU.

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