

LIMITED WARRANTY

DOCKSHADE.co

Limited Warranty

Warranty terms for DockShade systems installed by DOCKSHADE.co.

WARRANTY SUMMARY

10 years

Polytex+ fabric against UV breakdown and abnormal loss of strength.

3 years

Seams, craftsmanship, stainless hardware, furler, cover, and installation. Poles excluded.

Installed by us

DockShade systems are professionally installed by DOCKSHADE.co.

Transferable

The unexpired term transfers with the installed DockShade upon property transfer.

Policy overview

This Limited Warranty applies to a DockShade system installed by DOCKSHADE.co. Subject to the terms, exclusions, and required care described in this policy, DOCKSHADE.co will provide the coverage stated below to the original purchaser.

OWNER CARE REQUIREMENTS

To maintain coverage, furl the shade and secure the cover before severe weather or high winds. In freeze climates, remove and store the shade and galvanized poles for the winter season.

01 Coverage

Terms begin on the installation date. Coverage belongs to the original purchaser and transfers as described in Section 05.

COMPONENT	TERM	WHAT IT COVERS
Polytex+ fabric	10 years	UV degradation, abnormal loss of strength, and manufacturing defects in the cloth.
Seams and craftsmanship	3 years	Seam separation, hem failure, and corner reinforcement failure under normal use.
Hardware	3 years	Corrosion-through or breakage of 316 stainless rings, pulley blocks, snap shackles, and aluminum crossarm brackets. Galvanized poles are excluded.
Furling system	3 years	Furling drum, swivel, and continuous-line components under normal operation.
Storage cover	3 years	Zipper or seam failure under normal use.
Installation	3 years	Workmanship of our installation, including anchoring, tensioning, and rigging.

Manufacturer and workmanship coverage

Manufacturer warranties for fabric and components pass through to the purchaser when applicable. DOCKSHADE.co is responsible for the workmanship it performs, including cutting, sewing, assembly, and installation, subject to this policy.

Galvanized poles

The four galvanized steel poles are standard hardware items and are not covered under this Limited Warranty. In freeze climates, they must be removed for the winter season. Damage caused by ice, snow, or freeze conditions is not covered.

02 Required care and seasonal storage

The purchaser must use and maintain the DockShade system in accordance with the following requirements. Failure to do so may void coverage for resulting damage.

- ◆ **Storms and high winds:** Furl the shade and zip the cover over it when sustained winds reach approximately 30 mph, gusts reach approximately 40 mph, or a thunderstorm or severe-weather event is forecast or approaching.
- ◆ **Winter storage:** In freeze climates, remove the shade with the dock, store it indoors in its cover, and remove the galvanized poles. Damage caused by ice, snow, or freeze conditions to equipment left in place is not covered.
- ◆ **Warm climates:** Where no snow or ice occurs, the poles and shade may remain installed year-round, provided the storm and high-wind requirements are followed.
- ◆ **Storm-related damage:** Damage resulting from a shade left unfurled or uncovered during a storm or high-wind event is not covered.

03 Exclusions

This Limited Warranty does not cover damage caused by hurricanes, tornadoes, derechos, lightning, hail, flood, ice storms, falling objects, or boat impacts. These events are outside the scope of warranty coverage and may be covered by the purchaser's property insurance.

- ◆ The four galvanized steel poles, including ice or freeze damage from poles left standing through a winter.
- ◆ Normal color softening or fading. Solution-dyed Polytex+ holds color better than most, but fading is not covered.
- ◆ Damage from impact, vandalism, animals, fire, or misuse.
- ◆ Modifications or repairs not made by DOCKSHADE.co or approved by us.
- ◆ Damage from improper installation where we did not install the system.
- ◆ Consequential damages to a dock, boat, or property.

04 Claim procedure

- ◆ Submit a claim by emailing **hello@dockshade.co** with photos of the claimed condition and the purchaser's order name.
- ◆ DOCKSHADE.co will acknowledge the claim within two business days and may request additional information.
- ◆ For a valid claim, DOCKSHADE.co may repair or replace the affected component or sail at its discretion. DOCKSHADE.co will coordinate any required service.

05 Transfer

This Limited Warranty remains with the installed DockShade. If the property is transferred, the unexpired portion of the warranty transfers to the subsequent owner. Notify DOCKSHADE.co at **hello@dockshade.co** with the original order name and the new owner's contact information.

POLICY CONTACT

Questions about this Limited Warranty may be directed to
hello@dockshade.co.