



97 Aviation Crescent, Airport City  
Cape Town: PO Box 2462, Clareinch, 7740, South Africa  
Tel: (+27-21) 691 0456 Fax: (+27-21) 691 1968

## Limited Warranty

Tradewinds Parasols (Pty) Ltd is committed to providing a durable and aesthetically pleasing parasols. Only the best raw materials are used in conjunction with extensive quality checks throughout the manufacturing process to ensure a premium product is delivered to our customers.

### What is covered by this warranty?

Tradewinds Parasols offers a limited **2-year** warranty on both the wooden and aluminium frames as well as its components. The warranty covers any manufacturing defects that may occur within this period of time under normal use and weather conditions.

The period of the warranty commences from the date of purchase. The replacement of any parts during this term of this warranty does not extend the warranty or alter the terms of this warranty in any way. Any resale of the parasol automatically renders this warranty void.

### What is not covered by this warranty?

This warranty does not cover nor shall Tradewinds Parasols (Pty) Ltd be responsible for parts which are damaged or broken in transit due to abuse, misuse, neglect or normal wear and tear. Accidental breakage, inexpert repairs or modifications by unauthorised persons, damage due to extreme weather conditions such as snow wind, windstorms, rain, hail, storms or through force majeure are also excluded.

Tradewinds Parasols decision as to whether a defective or damaged part falls within the ambit of this warranty is final.

Tradewinds Parasols does not provide a warranty for the canvas of the parasol. Although the fabrics that are used are of the highest quality, fading of the fabric, print degradation and normal wear and tear through everyday usage, is of such a nature that neither the fabric manufacturers nor the ink suppliers are prepared to provide Tradewinds Parasols with any form of product warranty. Therefore, Tradewinds is not able to provide a fabric or print warranty. (Note that climatic conditions and atmospheric pollution varies from one area to another and thus the canvas and ink will perform better in one area compared to another area.)

### What will Tradewinds do in the event the warranty is breached?

In the event that the warranty is deemed to have been breached then Tradewinds Parasols (Pty) Ltd will only replace the parts of the frame, including pulleys or similar hardware, which is defective due to manufacturing defects or material. If it is uneconomical for the customer to deliver the parasol to Tradewinds for repair, Tradewinds will honour this warrant of the customer sends visual proof of the damaged components to Tradewinds via email to [info@tradewinds.co.za](mailto:info@tradewinds.co.za)



Winner of the  
Nelson Mandela Merit Award  
for Export Achievement



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## How to Obtain Warranty Service?

To obtain the benefits of this warrant the owner should complete the Warranty Claim Form. The warranty claim can be sent via email to [info@tradewinds.co.za](mailto:info@tradewinds.co.za)

## Limitation of liability

This warranty shall not be binding on Tradewinds Parasols (Pty) Ltd unless the purchaser has made payment in full for the parasols covered by this warranty.

Tradewinds Parasols (Pty) Ltd shall not be held liable for any consequential or indirect damage caused by any defect or non-compliance of the parasols and/or accessories supplied to customers. This includes loss of any kind including physical damage or injury.



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