

WARRANTY INFORMATION

STANDARD/HIGH PEAK TENT & MATERIAL

Coverage for Standard & High Peak Tent Frames

Promotional Design Group guarantees that each part of our frames will be free from material or manufacturing defects for the lifetime of the structure.

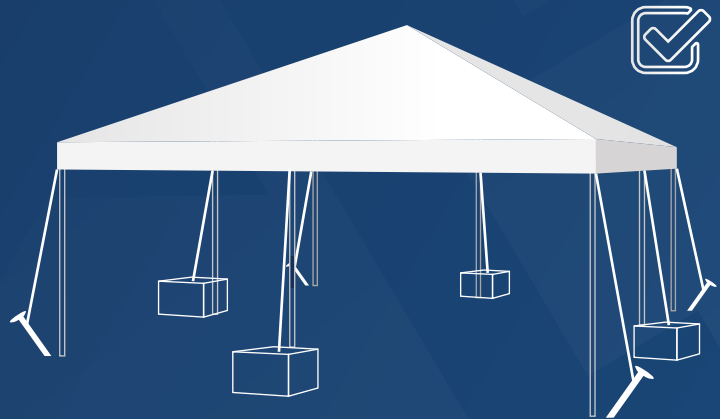
*Limited lifetime frame warranty covers defects when used under normal conditions.

Frame tent vinyl top material comes with a 5 year warranty and digital printing comes with a 2 year warranty.

NOTE: Please check all delivered goods within 24 hours of delivery confirmation to ensure order fulfillment accuracy. All products delivered must be immediately inspected for any damage that may have occurred during shipping. Damages must be reported as soon as possible to the shipping company. Shipping charges for repairs not covered under warranty will be the responsibility of the customer.

At PDG, we believe that your tent should serve you well and without problems for a long time. Our tents are guaranteed to be free from defects in material and workmanship, or we'll replace them under warranty.

Warranty does not cover damage caused by improper set-up of tent, accidents, or inclement weather. Always secure tent using ropes with cement ballasts, stakes, eye bolts, or water barrels. Since each tent has specific tie-down requirements, please consult with your sales representative for more details.



Promotional Design Group® reserves the right to determine the repair method for any defective product. Should the product be damaged under warranty, please provide photos of the damaged area(s).

No Promotional Design Group® authorized representative may extend or modify this warranty in any way. All returns must be authorized by Promotional Design Group® prior to being accepted. Promotional Design Group® will not be responsible for any products damaged in transit.

It is at the discretion of the customer to decide whether or not to install a tent under windy, rainy, or other uncertain weather conditions. PDG does not take responsibility for any damage that may occur to the product, property, or persons.

All custom graphics are non-refundable.