

# WARRANTY INFORMATION

## POP UP TENT FRAME & MATERIAL

### Coverage for Pop Up Tent Frames

Promotional Design Group guarantees that each part of our frames will be free from material or manufacturing defects for:

Gorilla MAX™ - Lifetime of Product

Dura MAX™ - 8 years from delivery

Rhino MAX™ - 9 years from delivery

Econo MAX™ - 2 years from delivery

**Pop up tent vinyl top material and digital printing come with a 3 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. Promotional Design Group ® will not be responsible for any products damaged in transit.

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 sandbags, cement ballasts, stakes, eye bolts, or water barrels and make sure to use a minimum of 50 lbs. on each leg of the tent. 50 lbs. per leg is acceptable when wind loads are lower than 7 mph. If wind loads are higher, please consult your sales representative for more detailed information.



### \*Exclusive PDG Parts incentive program\*

As a courtesy Promotional Design Group® will cover the cost of the first (2) replacement plastic parts free of charge, no questions asked. Program applies for parts not covered under warranty even if the frame was damaged due to windy conditions or customer negligence. PDG is the only company in the world to offer this incentive. Shipping charges are not covered under this program.

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). Shipping charges for repairs not covered under warranty will be the responsibility of the customer.

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.

All custom graphics are non-refundable.