



NOTE: Please check all products within 24 hours to ensure your order has been fulfilled accurately.

Warranty Coverage for High Peak/Standard Frame and Vinyl Material:

Promotional Design Group® warrants that this product will be free from manufacturer defects in material and workmanship for 5 years for the vinyl material and 3 years for the graphics.

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

Warranty does not cover situations where:

- Product is used under other than normal conditions.
- Product is modified or altered.
- Product is subjected to abuse or neglect.*
- Product damage is accidental, deliberate, or caused by rain, wind, or other forces of nature.**
- Product use does not conform to product instructions.
- Product is repaired by someone other than Promotional Design Group®.
- Product is used within close proximity to flame.
- Product is cleaned with any harsh detergent or hand cleaner.

Promotional Design Group® reserves the right to determine the repair method for any defect(s). In the event that the product is damaged, Promotional Design Group® requires proof of damage, either picture or video, in order to determine whether the damage is covered under warranty. **Please do not throw away damaged frame or material.** If proof is not provided, then Promotional Design Group® may refuse to repair or replace any item. Customer must also ship back all defective or damaged items to Promotional Design Group®. If all items are not received, we reserve the right to charge a replacement fee. 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.

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.

*Abuse or neglect may refer to an improper set up of the tent, e.g., not removing the tent material when collapsing the frame, dropping the frame, scraping the tent material, dragging the tent material on the floor, or forcing the tent open when tent top corners are misaligned.

**It is at the discretion of the customer to decide whether or not to install a tent in 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.

Customer Signature

Invoice

Date