



Classic 32 Marquee Frame and Canopy Warranty

Our Classic 32 Marquee Frame and Canopy have a three (3) year warranty on manufacturing faults excluding print fading.

What this means is if a part - aluminium sections, nylon joiners, pull, latching pins or straps should fail in the normal course of use we will replace the parts FREE OF CHARGE. These parts will be supplied, not installed.

However, if the frame or canopy is damaged or broken through misadventure the warranty is void.

The most common types of misadventure include but are not limited to:

1. The marquee is not secured properly with pegs and guy ropes and/or weight plates or weight bags, and natural elements like a strong wind causes damage to the marquee.
2. The straps on the canopy are not secured properly, they must be behind the truss looking from the inside out. This is because when it rains the water will pool on the canopy and create a large weight-bearing onto the frame which will cause the frame to buckle and collapse.
3. The marquee is left unattended, and a storm or other weather event occurs and damage to the marquees. It is our strong recommendation to never leave marquees unattended and always pack away marquees when strong winds, heavy rain, storms, or other potentially damaging weather is imminent.
4. the marquee frame is damaged in transit.

Please note: A marquee warranty is similar to a car warranty. If there is a problem with the motor, it is a warranty claim. If the car is involved in a crash, it is an insurance claim.

We have the right to update our warranties at any time and without a requirement to inform clients. To view the latest version please visit staroutdoor.com.au