



SD Sails Freeform 3 Year Warranty

For a term of three years from the date of the original purchase invoice, all canopies manufactured under the Freeform name by SD Sails are covered under warranty in accordance with the following details :-

1. **Fabric** - The fabric make and colour name or code shall be in accordance with the specification on the order confirmation issued by SD Sails prior to manufacture. It is the clients responsibility to check that the order confirmation is correct and to advise SD Sails immediately if not. Please note, whilst every care is taken to ensure the colour of the fabric is uniform across the canopy, SD Sails do not accept responsibility for any colour variances deemed within tolerance by the fabric manufacturer; or variances visible due to light transmission or warp orientation.
2. **Size and shape** - The size and shape of the canopy shall be in accordance with the approval drawing issued by SD Sails, which will have been approved by the client prior to manufacture. Please note, the canopy dimensions are to a tolerance of +/- 1%, as measured when the canopy is fitted and under tension, which represents the potential elongation in the fabric. Should the canopy not fit as expected, it is the client's responsibility to demonstrate that the structure is to within a tolerance of +/- 5mm of the dimensions provided to SD Sails prior to the canopy manufacture.
3. **Link length** – The length and angle of the allowance made in the corner between the canopy and the structure (known as the link length) shall be in accordance with the approval drawing issued by SD Sails, which will have been approved by the client prior to manufacture. Please note, the link length dimensions stated on the drawing are taken from the centre of the corner ring or plate as measured when the canopy is fitted and under tension.
4. **Creases** – The canopy shall be free of any significant creases once it is properly tensioned in to place. Please note, the canopy needs to be maintained under tension for at least 2 weeks to allow any minor creases to settle in. Should the canopy still have any significant creases after this time, it is the client's responsibility to demonstrate that the structure is to within a tolerance of +/- 5mm of the dimensions provided to SD Sails prior to the canopy manufacture.
5. **Quality** – The canopy shall be supplied free of any manufacturing defects, such as cloth faults or mis-weaves (deemed outside of the tolerance permissible by the fabric

manufacturer); missing or insufficient welds; broken or out of place or insufficient stitching. Please note, to avoid excessive localised stress during installation, the canopy must be installed as per our installation instructions (available separately on request).

6. **Wind/snow load** – The canopy is guaranteed to be safe and undamaged by wind or snow in accordance with the load case stated on the order confirmation issued by SD Sails prior to manufacture to the following limits :-
LC30 - 30mph wind and/or 150mm of snow
LC60 - 60mph wind and/or 300mm of snow
Please note the warranty does not cover :-
 - (a) Damage caused by lack of tension due to the rigging coming loose or the structure or foundations moving or failing.
 - (b) Damage caused by external factors such as trees or branches coming in to contact.
 - (c) Damage caused by any person climbing on to the canopy.
 - (d) Damage caused by deliberate vandalism.

7. **UV degradation/fade** – The canopy is guaranteed not to suffer any significant fade or UV degradation during the term of the warranty so as to impede its performance, safety or aesthetic appearance. Please note, all of our standard fabrics also carry their own warranty issued directly by the fabric manufacturer, but any claims made against the fabric after this warranty has expired are to be pursued directly with the fabric manufacturer by the client.

8. **Damage** – The canopy is guaranteed to be free of any dirt or damage at the point at which it is received and signed for by the client. Please note, if the goods are being delivered by SD Sails, they shall be suitably packaged for transit in a securely loaded van and remain the responsibility of SD Sails until received and signed for by the client. If the goods are being collected, they shall also be suitably packaged for transit in a securely loaded van, but become the responsibility of the client as soon as they are received and signed for and upon leaving the premises of SD Sails. The client reserves the right to check the goods and report any damage prior to signing for them.

9. **Remedial action** – Should a breach of warranty be established, at its discretion SD Sails shall repair or replace or refund the price of the defective goods. Please note, this warranty agreement should be read in conjunction with SD Sails' Terms & Conditions previously supplied (additional copies available on request), and in accordance with point 9.2(b), SD Sails' total liability to the customer shall not exceed 105% of the price of the goods supplied; and point 9.2(c), SD Sails is not liable for the cost of removing, transporting or reinstalling the goods.