



Ph 1300 388 011

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BEACHKIT WARRANTY INFO

Beachkit Beach Umbrellas are covered by a manufacturer's warranty against faulty workmanship. If you have any problems with your Beachkit umbrella that you believe should be covered by warranty Beachkit have asked that you email them direct on sales@beachkit.com.au with a photo, description of the problem and how the problem occurred. Beachkit will carefully look at each individual case and handle the problem direct with you, the consumer.

Under no circumstances will goods be exchanged or a refund given until Beachkit has assessed the problem.

Products which may be defective as part of the manufacturing process will be replaced or refunded at the discretion of Beachkit. Please advise on delivery, not down the track when goods have been used, this will void any chance of a refund.

Beachkit refund policy does not cover products damaged due to neglect, improper usage or application, wind damage or other acts of nature.

Please note our beach and shade umbrellas must not be used in the wind range from moderate breezes to hurricane force winds as they could fail- we will not replace umbrellas with wind damage- it is up to the owner/user of the umbrella to take care and not put it up in windy conditions. All of our umbrellas have a sticker on the top pole which reads "WARNING for safety do not open the umbrella in any windy conditions".

Our refund policy does not cover products which are special ordered or imprinted on the customer's behalf.

Our refund policy only covers products intended for private use and do not cover products intended for commercial, public or rental usages.

Silver Lining: We strongly believe there is no point producing an umbrella unless it is rated UPF 50+ to protect you from the harmful rays of the sun. To achieve this UPF rating a silver coating is applied to the underside of the fabric. It is a characteristic of the Silver Lining to mark during shipping and use, possibly exposing the exterior colourway as looking like small marks.

We understand these small marks on the underside of the umbrella may not look 100% perfect however the marks will not affect the UPF rating of the umbrella or the designed use of the umbrella and therefore are not considered a warranty claim.