



Fabric Warranty Replacement Procedure

Scope

This warranty procedure applies to all patio shades, retractable awnings, and solar screens installed by All Pro Shade Concepts LLC that are covered under an applicable manufacturer's warranty.

Purpose

This procedure outlines the required steps for evaluating and processing warranty claims involving fabric that appears dirty, stained, discolored, or otherwise requires inspection for possible warranty replacement.

Step 1 – Clean the Fabric

Before any warranty replacement is approved, the fabric must be professionally cleaned.

- Inspect the fabric for dirt, debris, mildew, environmental buildup, pollen, bird droppings, and other surface contaminants.
- Clean the fabric using manufacturer-approved cleaning methods and products.
- Allow the fabric to fully dry before evaluating the results.
- Document the condition of the fabric with before-and-after photographs.

Step 2 – Reinspect the Fabric

After cleaning, inspect the fabric for any remaining concerns.

Determine whether the issue is:

- Surface contamination that has been successfully removed.

- A potential manufacturing defect.
- Material failure that may be covered under the manufacturer's warranty.
- Damage caused by customer misuse, neglect, improper maintenance, environmental conditions, chemicals, excessive wind, or acts of nature (not covered under warranty).

Step 3 – Submit Warranty Documentation

If the issue remains after cleaning and appears to be a potential warrantable defect:

- Record the customer information.
- Record the product type (patio shade, retractable awning, or solar screen).
- Record the product dimensions.
- Record the installation date.
- Record the service date.
- Take clear photographs of the remaining issue.
- Submit all required documentation to the manufacturer for warranty review.

Step 4 – Manufacturer Warranty Review

The manufacturer will review all submitted documentation and determine whether the claim qualifies for warranty coverage.

All Pro Shade Concepts LLC does not approve, deny, or make warranty decisions on behalf of the manufacturer. Our role is limited to inspecting the product, documenting the condition, cleaning the fabric when required, and submitting the warranty claim with supporting information. The final decision regarding warranty coverage, replacement, or denial rests solely with the manufacturer.

If the manufacturer approves the warranty claim:

- Replacement fabric will be ordered.
- Installation will be scheduled once the replacement material has been received.
- The customer will be informed of expected lead times and scheduling.

If the manufacturer denies the warranty claim:

- The customer will be notified of the manufacturer's decision and the reason for the denial, if provided.
- A quotation for replacement fabric may be provided upon request.

Important Notice

Cleaning is a mandatory first step in the warranty process for all patio shades, retractable awnings, and solar screens. Fabric will not be replaced under warranty solely because it appears dirty or stained. Warranty replacement will only be considered after cleaning confirms a

potential manufacturing or material defect, and only the manufacturer has the authority to approve or deny warranty coverage.