



Limited Warranty

What is Covered

This warranty covers any defects in materials or workmanship of the GenTent® Safety Canopy under normal use in winds up to seventy mph forecast and snow loads up to eighteen inches, with the exceptions stated below.

During the term of this warranty, GenTent Safety Canopies, LLC will repair any GenTent canopy or replace any GenTent frame or clamp component that proves to be defective in materials or workmanship. In the event repair of a GenTent canopy is not possible, GenTent Safety Canopies will replace your GenTent canopy with a new GenTent canopy of similar composition and price.

How Long Coverage Lasts

The warranty runs from the date on your GenTent® order receipt. Warranty periods are:

- One (1) year for GenTent Standard
- Two (2) years for GenTent Plus
- Three (3) years for GenTent Extreme purchases.
- Warranty period for all accessories is one (1) year.

What is not Covered

This warranty does not cover issues resulting from improper installation or issues resulting from not adhering to the Warnings and Cautions as stated in this GenTent Product Installation and Safety Manual. This warranty does not cover fading or discoloration caused by exposure to sunlight or chemicals, slight fabric color mismatches, or deterioration due to exposure to chemicals. This warranty does not cover abuse, misuse, or neglect including, but not limited to; lost parts, over tightening clamps, blocking a running portable generator exhaust with parts of the GenTent, or rips, tears or breaks due to sharp and/or heavy and/or falling objects. This warranty does not cover issues arising because of modifications made to your portable generator or to the GenTent® that have not been specified by the manufacturer.

GenTent products or components returned without an RMA and proof of purchase are not covered. Also, consequential, and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

How GenTent Safety Canopies LLC Can Help

During the term of this Warranty, GenTent Safety Canopies, LLC will repair any GenTent canopy or replace any GenTent frame or clamp component that proves to be defective in materials or workmanship. In the event repair of a GenTent canopy is not possible, GenTent Safety Canopies will replace your GenTent canopy with a new GenTent canopy of similar composition and price.

How To Get Service

Important information: If you wish to return your GenTent product(s) please return it to the original place of purchase. GenTent cannot issue refunds for product(s) purchased from a marketplace, vendor, or dealer. Purchases made from marketplaces, stores, vendors or dealers are subject to the respective return policy of that place of purchase.

Contact GenTent Safety Canopies LLC by emailing support@gentent.com or calling [781-334-8368](tel:781-334-8368) or writing us at the address below to discuss your Warranty concern and obtain a RMA (return materials authorization).

GenTent Safety Canopies, LLC
99 Pine Road
Brentwood, NH 03833

How State Law Applies

This warranty gives you specific legal rights, and you may also have other rights, which vary from state