



NOTE: Please check all products within 24 hours to ensure your order has been fulfilled accurately. All products delivered by shipping company must be inspected immediately for any missing or damaged items that may have occurred during shipping. Damages must be reported as soon as possible to the shipping company.

Coverage for Gorilla MAX™ Frame and Vinyl Material:

Promotional Design Group® (PDG) warrants that each part of this product and the product itself will be free from defects in material and workmanship for 10 years for frame, 3 years for vinyl, and 3 years for graphics.

Warranty does not cover situations where:

- Product is used under other than normal conditions.
- Product is modified or altered.
- Product is subjected to abuse or neglect.*
- Product damage is accidental, deliberate, or caused by rain, wind, or other forces of nature.**
- Product use does not conform to product instructions.
- Product is repaired by someone other than Promotional Design Group®.
- Product is used within close proximity to flame.
- Product is cleaned with any harsh detergent or hand cleaner.

Exclusive PDG Parts incentive program

As a courtesy Promotional Design Group® will cover the cost of the first (2) replacement **plastic** parts free of charge, no questions asked. Program applies for parts not covered under warranty even if the frame was damaged due to windy conditions or customer negligence. PDG is the only company in the world to offer this incentive. Shipping charges are **not** covered under this program.

Promotional Design Group® reserves the right to determine the repair method for any defect(s). In the event that the product is damaged, Promotional Design Group® requires proof of damage, either picture or video, in order to determine whether the damage is covered under warranty. **Please do not throw away damaged frame or material.** If proof is not provided, then Promotional Design Group® may refuse to repair or replace any item. Customer must also ship back all defective or damaged items to Promotional Design Group®. If all items are not received, we reserve the right to charge a replacement fee. Shipping charges for repairs **not** covered under warranty will be the responsibility of the customer.

No Promotional Design Group® authorized representative may extend or modify this warranty.

All returns must be authorized by Promotional Design Group® prior to being accepted.

Promotional Design Group® will not be responsible for any products damaged in transit.

*Abuse or neglect may refer to an improper set up of the tent, e.g., not removing the tent material when collapsing the frame, dropping the frame, scraping the tent material, dragging the tent material on the floor, or forcing the tent open when tent top corners are misaligned.

**It is at the discretion of the customer to decide whether or not to install a tent in windy, rainy, or other uncertain weather conditions. PDG does not take responsibility for any damage that may occur to the product, property, or persons.

All custom graphics are non-refundable.

Customer Signature

Invoice

Date