



H. Potter Limited Warranty

What is covered and for how long?

Your galvanized H. Potter Gazebo or Arbor is covered from structural defects (i.e. rusting, broken welds or castings) for 10 years from the date of purchase. This warranty covers the H. Potter structure only. Fabric used on H. Potter products is covered under the Sunbrella® limited warranty¹. The warranty does not cover freight damage, unreasonable or abusive use, accidental damage repair or modifications by consumer, scratching or chipping of the surface, acts of nature, vandalism, fire, and ordinary wear-and-tear. Warranty is non transferable.

What will H. Potter do?

H. Potter will replace or repair in the original style and finish, if available, or in a similar style and finish if the original is no longer available. We reserve the right to repair or replace defective merchandise, either in part or entirety, at our discretion. We will supply a new item or parts for an item that is found to be defective. An original dated receipt is required for all warranty claims. Photos of defective merchandise may be requested and required to help distinguish between a partial or complete replacement of defective merchandise. We will cover the shipping costs to deliver an item or part(s) to the location of the Gazebo or Arbor. No other costs incurred are covered under this warranty.

How can I get service?

Contact the retailer from whom you purchased the product or contact H. Potter at www.hpottter.com. Be prepared to provide photographs of defective items, if necessary, and have the original dated receipt.

¹Sunbrella® fabric is covered under a limited warranty which runs for five years from the date of original purchase. This limited warranty covers the fabric becoming unserviceable because of loss of color or strength from normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals. The consumer is responsible for normal care and cleaning of the fabric.