

CASCADE SHELTER | LIMITED WARRANTY

PORTLAND, OREGON

OUR COMMITMENT TO YOU

At **Cascade Shelter**, we provide premium outdoor living solutions designed for longevity and performance. Our systems represent a significant investment in your property, and their integrity relies on expert installation. This Limited Warranty underscores our commitment to quality, durability, and performance, contingent upon professional installation.

1. WARRANTY COVERAGE PERIODS

We offer tiered coverage to reflect the lifecycle of each component, ensuring the structural integrity of your shelter remains the primary focus.

Component	Warranty Period	Coverage Details
Structural Frame	10 Years	Aluminum posts, beams, and louvers against manufacturing defects, structural failure, and corrosion.
Finish & Powder Coat	5 Years	Against peeling, cracking, or abnormal blistering under normal environmental conditions.
Electrical Systems	2 Years	Motors, control boxes, remote controls, and integrated LED lighting systems.
Moving Mechanisms	2 Years	Manual or motorized pivot points, hinges, and internal drive components.

2. WARRANTY ACTIVATION & REGISTRATION

To validate this Limited Warranty, the original purchaser must register their product within **90 days** of installation. **Crucially, this warranty is contingent upon installation by a certified professional or an approved Cascade Shelter installation partner.**

REGISTRATION REQUIREMENTS:

- **Proof of Purchase:** A copy of your original invoice from cascadeshelter.store.
- **Professional Installation Verification:** Documentation from the certified professional installer, including their company name, license number (if applicable), and date of installation. This must be accompanied by high-resolution photos showing the completed structure, including close-ups of the foundation mounting points and corner assemblies, confirming adherence to Cascade Shelter's installation guidelines.
- **Foundation Details:** Confirmation that the system was installed on a stable, engineered surface (e.g., reinforced concrete slab, structural decking, or footings) in accordance with our installation guidelines.

Failure to register the product within the 90-day window, or to provide proof of professional installation, will render this Limited Warranty null and void, limiting coverage to minimum statutory requirements only.

3. EXCLUSIONS & LIMITATIONS

This warranty protects against defects in materials and workmanship, provided the system is installed and maintained professionally. It does not cover issues arising from external factors or improper handling.

WHAT IS NOT COVERED:

- **Non-Professional Installation:** Damage, defects, or structural failures resulting from installation not performed by a certified professional or an approved Cascade Shelter installation partner, or not in strict accordance with Cascade Shelter's official installation manuals.
- **Extreme Weather:** Damage caused by wind, snow, or seismic loads exceeding the rated capacity of the specific model.

- **Environmental Factors:** Minor fading or chalking of the powder coat due to UV exposure, or damage from salt spray in coastal environments (unless a coastal-grade finish was specified).
 - **Force Majeure:** Acts of God including fire, flood, lightning, hail, or falling objects.
 - **Secondary Structures:** Any damage caused to the home or structure to which the pergola is attached.
 - **Labor Costs:** This warranty covers the replacement or repair of parts. Labor for dismantling or re-installation is not included after the first year of ownership.
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4. THE CLAIMS PROCESS

If you identify a defect, we move fast to resolve it. Claims must be submitted within **30 days** of discovery.

1. **Notification:** Email support@cascaदेशelter.store with your order number and “Warranty Claim” in the subject line.
 2. **Documentation:** Provide a description of the issue along with photos or video evidence, and details of the professional installer.
 3. **Evaluation:** Our technical team will review the claim. We may request an on-site inspection or additional data.
 4. **Resolution:** At our discretion, Cascade Shelter will provide replacement parts, repair the component, or issue a pro-rated refund.
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5. STRATEGIC NOTES FOR THE OWNER

- **Margin Protection:** By mandating professional installation and excluding labor after Year 1, we protect the company’s bottom line while ensuring product integrity and customer satisfaction.
 - **Partnership Leverage:** This warranty structure encourages contractors to become approved installers, fostering stronger trade relationships and ensuring consistent quality.
 - **Premium Positioning:** Reinforces Cascade Shelter as a high-end brand where quality extends beyond the product to its installation.
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CASCADE SHELTER Portland, Oregon cascadeshelter.store