WARRANTY & COMPLAINTS PROCEDURE

2026/1-NOVARA

Sorara Outdoor Living USA, Inc. disclaims all other representations and warranties of any kind, express or implied. This Warranty gives you specific legal rights. You may have other rights as well which vary from state to state or province to province. This warranty excludes all consequential damages. However, some states do not allow the limitation or exclusion of consequential damages and therefore this limitation may not apply to you.

This product is warranted for RESIDENTIAL USE ONLY. Under no circumstance should a Mirador umbrella be used in public settings (public settings include but are not limited to churches, day cares, parks, etc). Such use may lead to product failure and potential injury. Any and all public use will void this warranty.

Any modifications made to the original product could damage the structural integrity of the unit leading to failure and possible injury. Modification voids all warranties and Sorara Outdoor Living USA, Inc. assumes no liability for any modified products or the consequences resulting from failure of a modified product.

Limited warranty

This Limited Warranty by Sorara Outdoor Living USA, Inc. applies to umbrella set manufactured under Mirador. Sorara Outdoor Living USA, Inc. warrants that this umbrella is free from defects in materials and workmanship for a period* from the original date of purchase. This warranty covers all parts including aluminum, steel, hardware, and accessories.

The warranty is valid only in the original country of purchase. Sorara Outdoor Living USA, Inc. will replace any parts within the first 30 days from the date of purchase found to be missing from or damaged within the original packaging. All shipping costs will be the responsibility of the seller. We reserve the right to discontinue or modify any product line or color without notifying the purchaser. If the original product is not available, we retain the right to choose to provide replacement material of equal value or quality, some parts may be replaced with newer model parts as the product is improved over time. Please refer to the **Complaints procedure** for more details.

This warranty applies to the original owner and registrant and is non-transferable. Regular maintenance is required to assure maximum life and performance of this product and failure by the owner to maintain the product according to the maintenance requirements may void this warranty.

No person or entity is authorized by Mirador to make and Mirador shall not be bound by any statement or representation as to the quality or performance of Mirador products other than as contained in this warranty. Under no circumstances will Mirador be liable for special, incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise.

Warranty exclusions

The warranty does not cover:

- Damage, cracks, or scratches caused by improper storage, assembly, use, or maintenance not following the instruction manual.
- Damage from placing or using the umbrella near flammable liquids, flames, high heat sources (like grills or fire pits), or in severe weather conditions such as wind, rain, or snow.
- Damage resulting from assembly or use on uneven, sloped, or unstable surfaces, or from continuing assembly when parts are damaged or missing.
- Damage caused by using the umbrella as a permanent structure, leaving it open for extended periods.
- Damage caused by using replacement parts not approved by the manufacturer.
- Damage resulting from the continued use of the umbrella known to be faulty or blocked.
- Damage resulting from unauthorized repairs, impact from foreign objects, or intentional harm.
- Damage caused by hanging heavy objects or accessories, or using corrosive substances, paints, varnishes, or chemicals not approved by Mirador.
- Damage to the umbrella caused by the base not reaching the minimum fill weight of 159 kg (350 lbs).
- Damage caused by leaving the umbrella open in conditions exceeding BFT5 wind level or during severe weather such as snow or heavy rain.
- Normal wear and tear such as fading, tears, stains, corrosion, or minor dents due to exposure to sunlight, weather, or coastal conditions.
- Damage from force majeure events like floods, hurricanes, tornadoes, earthquakes, or lightning, or environmental factors such as pollution, mold, salt, acid rain, insects, animals, algae, or moss.
- Staining from foreign substances like chemicals, grease, oil, bug spray, or lubricants.
- Warping, cracking, or distortion caused by excessive heat, reflective surfaces, poor ventilation, or other non-manufacturing causes.
- Variations in color or texture that may occur naturally during manufacturing.

The manufacturer shall not be responsible for:

- The product, where the CE label was removed or it is illegible.
- The product, where the pictograms informing about particularly important information on hazards and safety have been removed.
- Inappropriate use of the product.

Complaints procedure:

- The complaint must include an order number or transaction number. Goods without an order number or transaction number are not covered under the warranty.
- The complaint must include a detailed description of the defect, the name of the company which installed the product if a 3rd party was used and the date when the defect was discovered.
- At Sorara Outdoor Living USA, Inc.'s discretion, customer must offer supplier the photos/videos of the issue/damaged parts for verification purposes. Otherwise, supplier reserves the right to refuse replacement parts or credit.
- Please save a copy of your purchase receipt.

Contact: **Customer Service:** Support@miradoroutdoor.com **Need Assistance? Call** +1 (800)-867-9018	**Hours of Operation:** **Phone Support:** Monday - Friday: 6:30am - 4:30pm, Saturday – Sunday: 8:30am – 4:30pm, PST. **Email Support:** We are available 24 hours a day. Please allow up to 24 hours for a response. **Chat With Us Online:** miradoroutdoor.com, Monday - Friday: 5:30am - 2:00pm, Saturday – Sunday: 8:30am – 4:30pm, PST.

Note: Our team is available to assist you during these hours. If you have any inquiries or require support outside of these hours, please leave a voicemail, send an email, or use our online contact form. We will get back to you promptly during the next available support hours. Thank you for choosing Mirador Outdoor!

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Parts	Warranty duration
Frame	1 (one) year
Fabric	5 (five) years