

Bambrella®

TORR Parasol - Product Warranty

Commercial Use Warranty Terms and Conditions

This document sets out the warranty provided by Bambrella® in respect of the Bambrella® TORR parasol range supplied for commercial use. The warranty applies from the original date of purchase and is provided to the original purchaser only. This warranty is offered in addition to, and does not limit or replace, any statutory rights that may apply under applicable law.

Warranty Period for Commercial Use	
TORR Product Component	Warranty Period
TORR Parasol Frame	60 months / 5 years
TORR Canopy Material	60 months / 5 years
TORR Parasol Canopy	36 months / 3 years
TORR Parasol Heaters	12 months / 1 year
TORR Electric Components	12 months / 1 year
TORR Protective Cover Material	60 months / 5 years
TORR Parasol Protective Cover	36 months / 3 years

1. Warranty Coverage

1. Bambrella® warrants that the TORR parasol will be free from defects in materials and workmanship for the applicable warranty period stated above.
2. The warranty covers the repair or replacement of defective parts only, at Bambrella®'s discretion, where a valid warranty claim is accepted.
3. Any operational issue, fault, or defect identified during first use must be reported to Bambrella® immediately and before continued use of the product.
4. Replacement parts supplied under warranty do not restart the original warranty period. The original warranty period continues from the original date of purchase.
5. Where a monetary refund is agreed instead of repair or replacement, the refund may be calculated on a prorated basis according to the age of the product and the remaining applicable warranty period.

2. Customer Responsibilities

1. The purchaser is responsible for ensuring that the TORR parasol is correctly installed, mounted, anchored, operated, maintained, and stored in accordance with Bambrella® guidance and any product instructions supplied.

2. The purchaser must ensure that the parasol is mounted to a suitable base, ground anchor, or fixing system appropriate to the size of the product, the installation location, and the expected weather conditions.
3. The purchaser must inspect the product regularly and must not continue to use the parasol where damage, instability, loose fixings, electrical faults, or any other safety concern is identified.
4. The purchaser is responsible for retaining the original proof of purchase, as this must be supplied with any warranty claim.
5. Where integrated heaters, lighting, or electrical components are installed, all final wiring, connection, testing, and certification must be completed by a suitably qualified electrician.

3. Wind and Weather Use

1. The TORR parasol must always be used with due regard to the prevailing and forecast weather conditions. While the Torr parasols have engineers reports approving their use in constant winds of 100km/h, the following points are to guard against sudden gusts of wind that can go over this:
 1. Where the parasol is used with a weighted base system, the maximum recommended wind tolerance is 40 mph / 64 km/h.
 2. Where the parasol is securely bolted to the floor or fixed using an appropriate anchor system, Bambrella® strongly recommends that the parasol is lowered in winds exceeding 50 mph / 80 km/h to reduce the risk of damage caused by sudden gusts.
2. The parasol must be closed, lowered, secured, and covered when not in use, during adverse weather, or where strong winds, storms, snow, or other severe conditions are forecast.
3. A suitable waterproof protective cover is recommended whenever the canopy is collapsed, and the parasol is not in active use. For correct storage guidance, please refer to supplied instructions or as advised by the Bambrella installation team.

4. Exclusions from Warranty

1. Damage caused by wind, fire, flood, storm, frost, snow, theft, vandalism, misuse, neglect, accident, improper handling, or failure to follow care and maintenance instructions is not covered.
2. Damage resulting from incorrect installation, unsuitable bases or fixings, inadequate anchoring, unauthorised repairs, unauthorised modifications, or use of non-approved components is not covered.
3. Normal wear and tear, cosmetic deterioration, fading, minor surface marks, scratches, scuffs, dents, and marks caused by moving parts are not covered unless the damage materially affects the structural integrity of the parasol frame.

4. Chafing, tearing, ripping, puncturing, staining, mould, mildew, or damage to canopy fabric or protective covers caused by incorrect opening, closing, storage, cleaning, use without a protective cover, or contact with other surfaces is not covered.
5. Replacement heater bulbs are treated as consumable items and are not covered under warranty.
6. Electrical components are covered for the first 12 months only. Any replacement components required after this period must be purchased separately.
7. Labour, call-out charges, installation costs, inspection costs, access equipment, freight, shipping, carriage, customs charges, or other associated costs are not included unless expressly agreed in writing by Bambrella®.

5. Canopy Materials

The TORR canopy material warranty applies to defects in the canopy material itself, subject to the exclusions and conditions set out in this document. Where a separate fabric manufacturer's guarantee applies, that guarantee is provided by the relevant fabric manufacturer and may be subject to its own terms, exclusions, and claim requirements.

6. Warranty Claim Procedure

1. Any warranty claim must be submitted to Bambrella® in writing as soon as the issue is identified.
2. The claim must include the original proof of purchase, product details, date of purchase, installation details, description of the fault, and clear photographs or supporting evidence showing the issue.
3. Bambrella® reserves the right to inspect the product, request further information, or require the faulty part to be returned before accepting or rejecting a warranty claim.
4. If a claim is accepted, Bambrella® may, at its discretion, supply replacement parts, repair the product, arrange repair by Bambrella® technicians, or offer an appropriate alternative remedy.
5. If Bambrella® technicians are required to attend site, any labour, call-out, travel, access, or installation charges will be quoted on a case-by-case basis unless expressly confirmed otherwise in writing.
6. If a claim is found not to be covered by this warranty, the purchaser will be responsible for any costs incurred, including inspection, labour, parts, shipping, or return costs.

7. Transferability and Validity

1. This warranty is provided for the benefit of the original purchaser only and is not transferable to any subsequent owner, user, hirer, or occupier unless Bambrella® confirms otherwise in writing.
2. Any modification, alteration, repair, or replacement carried out without prior written authorisation from Bambrella® may invalidate the warranty.
3. Failure to comply with any condition of this warranty may invalidate the warranty or any claim made under it.
4. This warranty applies only to genuine Bambrella® TORR products supplied through Bambrella® or an authorised Bambrella® representative.

8. Liability and Legal Rights

To the fullest extent permitted by law, Bambrella® shall not be liable under this warranty for indirect loss, consequential loss, loss of business, loss of revenue, loss of use, loss of goodwill, or any costs arising from installation, removal, access, hire of replacement products, or business interruption. Nothing in this warranty excludes or limits liability where such exclusion or limitation is not permitted by law, and nothing in this warranty affects any statutory rights that cannot lawfully be excluded or restricted.

9. Governing Law

This warranty shall be governed by and interpreted in accordance with the laws of England and Wales, unless mandatory local law provides otherwise.

10. Warranty Contact Details

Warranty Provider	Bambrella®
Product Range	TORR Parasol Range
Claim Contact	admin@bambrella.com / 01483 209330
Postal Address	The Old Dairy, Jury Farm, Ripley Lane, Leatherhead, Surrey. KT24 6JT
Required Claim Evidence	Proof of purchase, product details, installation details, photographs, and description of the fault.