



**EXTREME MARQUEES**

## OWNERS MANUAL

Important Information, Warranty & Returns Policy,  
Maintenance & Care, Repairs & Spare Parts

## IMPORTANT INFORMATION

Your marquee is supplied with steel pins and tie down straps. These must be used. For use on hard surfaces, weight plates, sandbags or water weights must be used. These are additional accessories purchased separately.

All roof tension straps must be attached and tightened. These hold down methods will maximise safety however due to the unpredictable nature of weather, they will not prevent damage.

All marquees are considered temporary structures therefore must be packed down and stowed away in any adverse weather conditions such as storm, rain or wind gusts. Please refer to your set-up instructions supplied or if lost, please go to our resources and download a copy ([www.extreme-marquees.com.au/resource-centre](http://www.extreme-marquees.com.au/resource-centre)).

## WARRANTY

We take pride in providing high-quality and durable products, and we stand behind our products with a comprehensive warranty. Our warranty covers any defects in materials or workmanship for a period specified on your tax invoice. If your Extreme Marquee fails due to a defect during this period, we will repair or replace it free of charge. This warranty applies only to the original purchaser and is not transferable.

Warranty covers manufacture's defaults only. Warranty does NOT cover products or parts which have been altered or modified in any manner. This warranty does NOT apply to damage caused by wind, rain, storms or other forces of nature, nor does it cover accidental or deliberate damage of the product. Damage caused by these events may be covered under your home or business insurance policy. This warranty does NOT apply if the set up of the product does not conform to the product instructions. This express warranty is provided in lieu of all other warranties, expressed or implied.

The warranty does not cover damaged caused by misuse, abuse or improper storage or handling. It also does not cover normal wear and tear, damage caused by natural disasters or severe weather conditions, damage caused by these events may be covered under your home or business insurance policy. In addition, any modifications made to the product will void the warranty.

Extreme Marquees is NOT responsible for products damaged in transit. If you are making a warranty claim for a manufactures fault for reason other than above, please complete our warranty claim form ([www.extreme-marquees.com.au/resource-centre](http://www.extreme-marquees.com.au/resource-centre)) and email it through to [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au)

Please complete and return with photos of the manufactures fault. Alternatively, please fill out the Replacement Parts form and we will arrange a quotation and dispatch parts as soon as possible ([www.extreme-marquees.com.au/marquee-spare-parts](http://www.extreme-marquees.com.au/marquee-spare-parts)).

# PRODUCTION & DELIVERY TIME FRAMES

Extreme Marquees will endeavor to meet all customer due dates and deadlines. However, as there are many aspects out of our direct control such as third party delivery providers, we can not guarantee a due date. As such, Extreme Marquees does not accept liability for any missed due date nor do we accept any refund request based on this premise.

Extreme Marquees has an outstanding reputation for meeting the tightest due dates and our team will continue to strive to be leaders in this aspect.

## RETURNS POLICY *100% Satisfaction Guaranteed*

As part of the Extreme Marquees experience, it is our commitment to provide superior products. If you are not completely satisfied with your Extreme Marquees purchase for any reasons, we will make it right.

You can return your product for a replacement or refund within thirty (30) days of your purchase. The product must be in new, unused condition. Extreme Marquees does NOT accept returns for any custom printed products unless the custom printed product has a fault under our manufacturers warranty.

Extreme Marquee's guarantee doesn't cover ordinary wear and tear or damage caused by improper use, naturally caused accidents, storm, rain, or wind gusts. If you have received your Extreme Marquees purchase and it has a manufacturing defect in the materials or workmanship please fill out our warranty claim form ([www.extreme-marquees.com.au/resource-centre](http://www.extreme-marquees.com.au/resource-centre)) and email it through to [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au)

## RETURNING ITEMS

Before returning any part or product to Extreme Marquees please contact us to obtain specific return shipping instructions [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au) or call us on 1300 850 832.

Extreme Marquees can arrange the product return for change of mind, however, the customer will be invoiced for the shipping cost. In addition, when processing a refund due to change of mind, a component of the original price will be non-refundable. This amount will be equal to the delivery charges charged by the courier company. If you receive a faulty or damaged product a replacement will be provided.

You can return your purchase from Extreme Marquees by courier, regardless if you have made your purchase on [extreme-marquees.com.au](http://extreme-marquees.com.au) or over the phone.

## TRANSPORTATION

The marquee must be stood upright during transit. If your marquee needs to be positioned horizontally you MUST remove the roof to prevent damage. Fit protective cover to Marquee frame from top to bottom leaving Marquee to stand on feet or wheels. DO NOT drag marquee protective covers as this can cause wear and tear and may cause damage to your marquee.

## INSTRUCTIONS

Please refer to 'Set- Up' instructions supplied within boxes, via order confirmation or if lost or cannot be found please go to [www.extreme-marquees.com.au/resource-centre](http://www.extreme-marquees.com.au/resource-centre).

# REPAIRS & SPARE PARTS

## ROOF

Should your marquee roof be damaged contact the Extreme Marquees Office. We will assess the damage and either suggest a repair center, or for you to return the roof to our Warehouse/Office. In the case of a warranty claim, Warranty Claim Forms are available on our website ([www.extreme-marquees.com.au/resource-centre](http://www.extreme-marquees.com.au/resource-centre)).

## FRAME

Should your marquee frame be damaged the following options are available. Contact the Extreme Marquees Office, advise which connector, truss bar or leg requires replacement. Use an allen key or screw driver to remove damage component, replace with new part ([www.extreme-marquees.com.au/marquee-spare-parts](http://www.extreme-marquees.com.au/marquee-spare-parts)).

In the case of a warranty claim, a Warranty Claim Form must first be completed. Forms are available online ([www.extreme-marquees.com.au/resource-centre](http://www.extreme-marquees.com.au/resource-centre)).

# CLEANING *Do not use solvents on any part of the Marquee*

## ROOF & WALLS

When cleaning your marquee (roof, walls or valance panels) use a soft mop and any mild household cleaning fluid such as dish-washing detergent in warm water.

When cleaning the roof of your marquee we recommend that the tent is fully opened and secured into position. Do not extend the legs. This will avoid the necessity of using a ladder or extension poles.

We recommend that the roof of your marquee should be cleaned regularly depending on frequency of use. Allow your marquee to completely dry before packing down and fitting the protective cover, this will prevent mildew.

## SMALL STAINS

Simply clean with a general use household mild detergent and a clean cloth.

## FRAME

We recommend the marquee frame should be cleaned regularly. Use a silicone spray on frame either after use or in damp conditions. This will ensure your frame operates easily and will maintain a clean look. Be sure to remove any excess spray before attaching the roof.

# MAKING A CLAIM

To make a warranty claim, please contact our customer service team at [admin@extreme-marquees.com.au](mailto:admin@extreme-marquees.com.au) with your proof of purchase and a detailed description of the issue along with photos. We will work with you to resolve the issue as quickly as possible.

At Extreme Marquees, we are committed to providing exceptional products and customer service. We are confident that our products will meet or exceed your expectations, and we are proud to offer this warranty as a testament to our commitment to quality.

# MANUFACTURER'S WARRANTY

| PRODUCT                    | WARRANTY |
|----------------------------|----------|
| X5 True Blue Frame         | 1 Year   |
| X6 Velocity Frame          | 5 Years  |
| X7 Tectonic Frame          | 10 Years |
| Q8 Quasar Frame            | 10 Years |
| CS Classic Summit Frame    | 7 Years  |
| Wave/Flare Banner Hardware | 1 Year   |
| Outdoor Banner Range       | 1 Year   |
| Crest Frame                | 10 Years |
| Pinnacle Frame             | 10 Years |
| Pavilion Frame             | 5 Years  |
| Star Shade Pole            | 1 Year   |
| Arch Tent                  | 3 Years  |
| EMX Inflatable Frame       | 5 Years  |

| FABRIC                           | WARRANTY |
|----------------------------------|----------|
| Plain 500D PVC Coated Polyester  | 1 Year   |
| Printed 600D PU Coated Polyester | 1 Year   |
| Printed UV Fabric Fade Resistant | 2 Years  |
| Plain 580gsm PVC / Crest PVC     | 5 Years  |
| Printed 550gsm PVC & Clear PVC   | 2 Years  |



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**SHOP ONLINE** [www.extreme-marquees.com.au](http://www.extreme-marquees.com.au)

