IMPORTANT INFORMATION

Always use a tie down kit, weight plates or sand filled weight bags to secure your Instant Canopy. Do not setup or use your Instant Canopy in windy conditions.

Using your Instant Canopy in windy conditions can result in damage to your canopy or injury to persons.

All Instant Canopies are designed to be temporary shelters. Do not leave up for extended periods of time and never leave your canopy unattended.

TRANSPORTATION

Please transport your Instant Canopy upright in the storage bag provided. If it needs to lay flat please detach the canopy from the frame to prevent damage.

RETURNS POLICY

Before returning any product, please contact our Customer Services team at (888) 777 4506 - we will schedule your return and provide a returns numbers.

CONDITIONS OF WARRANTY

Our warranty does not apply to damages caused by wind, rain or other forces of nature, accidental or deliberate damages to the product, nor any use of the product that does not conform to the product instructions.

This warranty is not valid on any products that have been altered or modified in any way.

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Any questions? Call us at 1 (888) 777.4506 or email us at sales@instantpromotion.com

LOCATIONS

NC OFFICE
Instant Promotion Inc.
300 Dominion Dr. Suite 450
Morrisville, NC 27560

NV OFFICE
Instant Promotion Inc.
533 W. Sunset Road
Henderson, NV 89011

UK OFFICE
Instant Promotion (UK) Ltd
7 Liberty Industrial Park
Bristol, BS3 2SU
CANOPY & WALLS
All materials are machine washable at low temperatures. For stubborn stains use a mild detergent - please test on a small area before use. Allow your canopy to thoroughly dry before packing away.

To ensure your canopy remains 100% waterproof for years to come we recommend applying a waterproofing treatment every 6 months.

Recommended product: Star Brite Waterproofing (Amazon.com)

SPOT CLEANING
Small, light stains can be cleaned using a cloth, warm water and mild detergent. Always test detergent on a small area first before full use.

FRAME
We recommend cleaning the frame regularly. Use a silicone spray on the frame either after each use or after use in damp conditions. This will ensure your frame operates smoothly and looks perfect.

WHEELED STORAGE CASES
Ensure all Wheeled Storage Cases are clean and dry before packing away your Instant Canopy.

NOTE: DO NOT USE SOLVENTS ON THE CANOPY

NUTS & BOLTS
Regularly check that all screws are firm but not too tight. If you find a loose nut tighten slowly with a wrench. If you need any replacement Nuts or Bolts please contact our Customer Service team.

LEGS
When collapsing or extending your tent legs it is important the inner and outer leg sections are clean and free of debris.

TRUSS BARS
Truss bars are an integral part of your tent structure so if a truss bar is bent, broken or damaged we recommended repairing the frame before further use. If operated correctly in normal weather conditions truss bars will not break.

CANOPY
Should your canopy suffer damage contact our team and we’ll do everything we can to help. Please notify us before returning any product.

FRAME
Should your frame suffer damage the following options are available.

1. In the case of a warranty claim due to a manufacturer defect contact our Customer Service team and we will either arrange a collection and replacement, or we will ship you the parts needed to carry out a repair within 24 hours.

2. For a non-warranty claim contact our team and advise us which parts are broken - photos are often useful in helping to establish the exact part(s) you need. We stock all spare parts and can ship within 24 hours.