



## HOUSTONIAN STANDING SEAM METAL AWNING

## **OWNER'S MANUAL & INSTALLATION INSTRUCTIONS**

5' 6' 7' 8' Sizes (Exact width 68" 80" 92" 104" respectively)

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## **ATTENTION: Warning Statement**

⚠ Warning: Adult assembly required

⚠ Warning: Assembly kit contains parts with sharp points, sharp edges, and small parts that can present choking hazards to children.



Warning: Components are packed in plastic bags that are a suffocation hazard.

NOTE: Please inspect the parts for damage during shipping and/or for any missing items. If you suspect that there may be damage or a shortage, contact us and we will send replacement parts if needed. At this time, visualize how the components fit together and make sure that you have identified the various parts.

## Hardware for different surface applications

Prior to assembly, please take a moment to understand the type of mounting surface you are working with. There are a variety of installation surfaces as shown in the table below. Given the wide variety of mounting surfaces, please be aware that Awntech does not supply mounting hardware. You will need to purchase installation hardware at your local hardware store. We recommend the following hardware for different installation applications:

CONCRETE BLOCK WALLS: 3/8" x 3" Masonry anchor bolts or Tapcon Screws plus Washers (1 per

bracket)

**WOOD OR SIDING:** 3/8" x 3" Lag Screws plus Washers (1 per bracket)

**OTHER STRUCTURES: CONSULT A PROFESSIONAL** 

## **Measuring Guide**

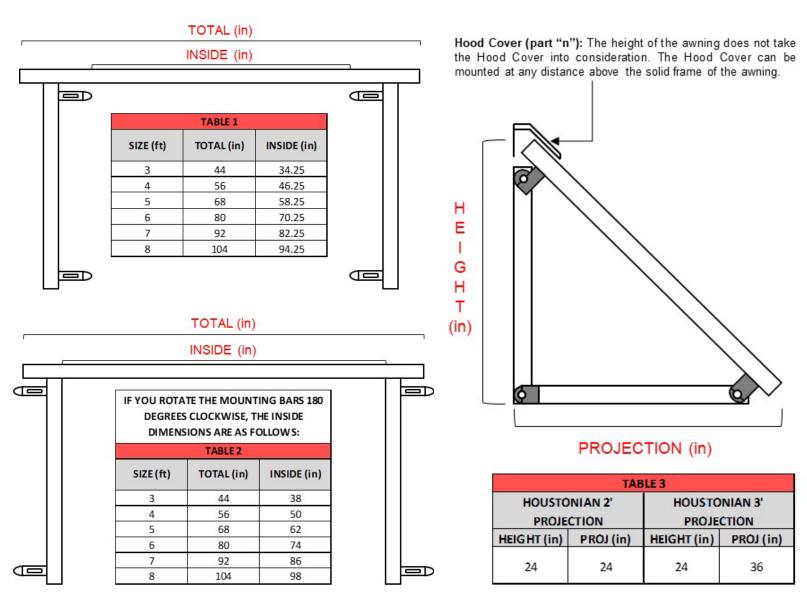
Please refer to the below measuring guide for our Houstonian model awning. The image shown below represents the back of the Houstonian frame, or the part of the frame that is in contact with the mounting surface. It should be noted that the back frame of our Houstonian model awning varies only in width between our standard sizes. The top left corner measurements shown below are fixed between all Houstonian model awnings and are mirrored on the opposite side of the frame (top right corner).

The table in next page reflects the "TOTAL (in)" width between the outermost edges of the awning, along with the "INSIDE (in)" width between the back left and back right bar Back Bar tabs = (Table 1).

To obtain additional inside width between the back left and back right Back Bar tabs =D, it is recommended to rotate clockwise 180° the back bars to provide an additional  $1\frac{7}{8}$  on both sides (Table 2). This would result in the back left and back right Back Bar tabs = to be situated on the outside of the awning.

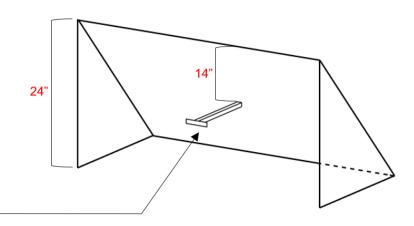
Please note that the image shown on the following page is not drawn to scale.

## **Measuring Guide (Continued)**



PLEASE NOTE: For Houstonian widths 5' through 8' ONLY (does not apply to widths 3' or 4'), an additional middle support is included in the kit. This middle support is meant to run perpendicular from the wall and can therefore make it difficult or impossible to install around a window/door. Please refer to page 17 in the 5' through 8' width Houstonian owner's manual for more information.

Please note that the (q) Middle Support <u>is not required and is only a recommendation</u> to provide additional structural support to the middle of the awning. Customers who wish to install this unit around the perimeter of a window/door frame can do so by eliminating the (q) Middle Support.



Parts List (Mounting Hardware not included)

**NOTE**: A bottle of touch up paint is included with each awning for your convenience. After assembly, please inspect your awning for scratches or exposed metal. If you notice exposed metal, liberally apply touchup paint to the afflicted areas. Please note that the touchup paint not only conceals the damages, but also protects the metal from corrosion or rust.

PART IMAGE	PART NAME	PART#	5FT	6FT	7FT	8FT
	Black Nylon "L" Connectors	а	4	4	4	4
	Left Front Bar for 5ft, 6ft, 7ft, & 8ft	b1	1	1	1	1
	Right Front Bar for 5ft, 6ft, 7ft, & 8ft	b2	1	1	1	1
	Left Top Bar (with Hook Extenders) for 5ft, 6ft, 7ft, 8ft	с1	1	1	1	1
	Right Top Bar (with Hook Extenders) for 5ft, 6ft, 7ft, 8ft	c2	1	1	1	1
	Left Frame	d1	1	1	1	1
	Right Frame	d2	1	1	1	1
	Spines	е	5	6	7	8
<b>€</b> ) <b>1</b> 10>	Sheet Screws	f	50	54	58	64
	Left Panel	g	1	1	1	1
	Middle Panel	h	4	5	6	7
	Right Panel	i	1	1	1	1

	Left Back Bars	j1	1	1	1	1
	Right Back Bars	j2	1	1	1	1
<b>©</b>	Left Projection Bars	k1	1	1	1	1
O T	Right Projection Bars	k2	1	1	1	1
~	Bolt for Projection and Back Bars	I	7	7	7	7
<b>®</b>	Nut for Projection and Back Bars	m	7	7	7	7
	Left Shroud (Hood Cover) for 5ft, 6ft, 7ft, & 8ft	n1	1	1	1	1
	Right Shroud (Hood Cover) for 5ft, 6ft, 7ft, & 8ft	n2	1	1	1	1
	Aluminum Insert for Awnings Sizes 5ft, 6ft, 7ft, & 8ft	р	2	2	2	2
	Middle Support for Awnings Sizes 5ft, 6ft, 7ft, & 8ft	q	1	1	1	1
	Top Bar Bracket	s	2	2	2	2
	Center Frame	t	1	1	1	1

## Assembly for 5ft, 6ft, 7ft, and 8ft Wide Houstonian Awnings

## **NEED VIDEO ASSISTANCE?**

For video assistance on Houstonian assembly, please navigate to our YouTube page at the following link:

https://youtu.be/G44LiwmYEGY

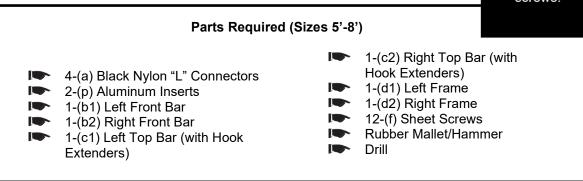
Step 1: Ensure all parts are included with your package

Note that the mounting tabs in the images below can be reversed/installed for interior-frame mounting. Please refer to our **Measuring Guide** herein.



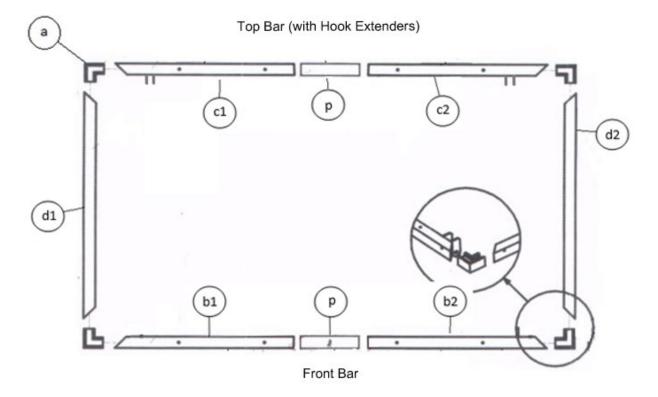
## Step 2: Frame Assembly for 5ft, 6ft, 7ft, and 8ft Houstonians:

**NOTE**: If the pre-drilled holes do not perfectly line up between pieces, we recommend using a standard Drill Driver on *low clutch settings* to insert the self-tapping screws.



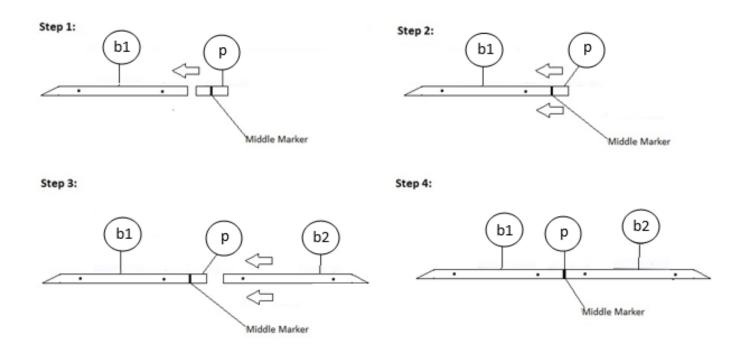
Lay out the frame parts as shown in the diagram below, where the (b1) Left Front Bar, 1-(p) Aluminum Insert, and (b2) Right Front Bar are parallel to the (c1) Left Top Bar (with Hook Extenders),1-(p) Aluminum Insert, and (c2) Right Top Bar (with Hook Extenders). At their corners, have ready the four (a) Black Nylon "L" connectors. Connected to the (b1/p/b2) Front Bar and (c1/p/c2) Top Bar will be the (d1) Left Frame and the (d2) Right Frame. The (d1) Left Frame and (d2) Right Frame will be perpendicular to the (b1/p/b2) Front Bar and (c1/p/c2) Top Bar once connected to form the full rectangular frame in the image below. *Refer to the figure A1*.

Figure A1: Frame Layout for widths 5ft, 6ft, 7ft, and 8ft



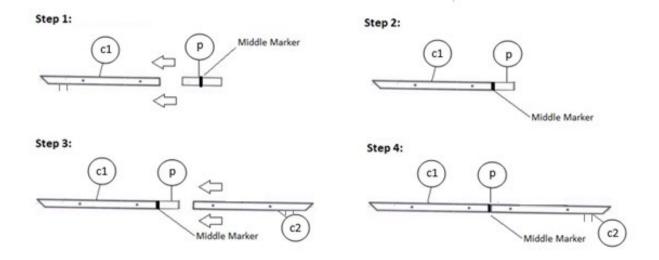
- 2b) Ensure the curves of the hooks on the (c1/c2) Top Bar are oriented down. Ensure the extenders of the (b1/b2) Front Bar are oriented down. The pre-drilled holes on (c1/c2) Top Bar and (b1/b2) Front Bar should be facing the same direction: upwards towards the sky. *Refer to figure A1*.
- Using a black marker, place a line marking the half-way point on both (p) Aluminum inserts. Connect the (b1) Left Front Bar and (b2) Right Front Bar together by inserting one of the (p) Aluminum Inserts in with a Rubber Mallet/hammer. Hammer the (p) Aluminum insert in the flat hollow opening of the (b1) Left Front Bar until the black line marker in the middle of the (p) Aluminum Insert reaches the edge of the hollow opening of the (b1) Left Front Bar. Connect the flat hollow opening of the (b2) Right Front Bar to the other half of the same (p) Aluminum Insert. *Refer to the figure A3.*

Figure A3: Connecting the Right and Left Front Bar



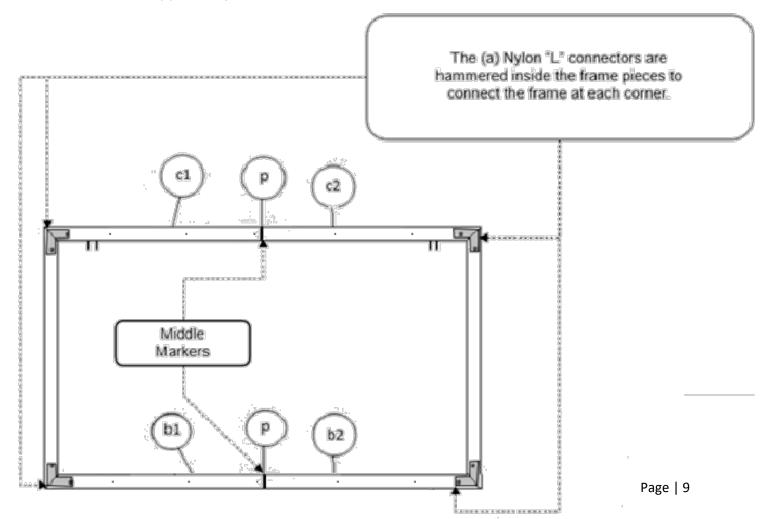
2d) Connect the (c1) Left Top Bar and (c2) Right Top Bar together by inserting one of the (p) Aluminum Inserts in with a Rubber Mallet/hammer. Hammer the (p) Aluminum insert in the flat hollow opening of the (c1) Left Top Bar up until the black line marker in the middle of the (p) Aluminum Insert reaches the edge of the hollow opening of the (c1) Left Top Bar. Connect the flat hollow opening of the (c2) Right Top Bar to the other half of the same (p) Aluminum Insert. Refer to the figure A4.

Figure A4: Connecting the Right and Left Top Bar



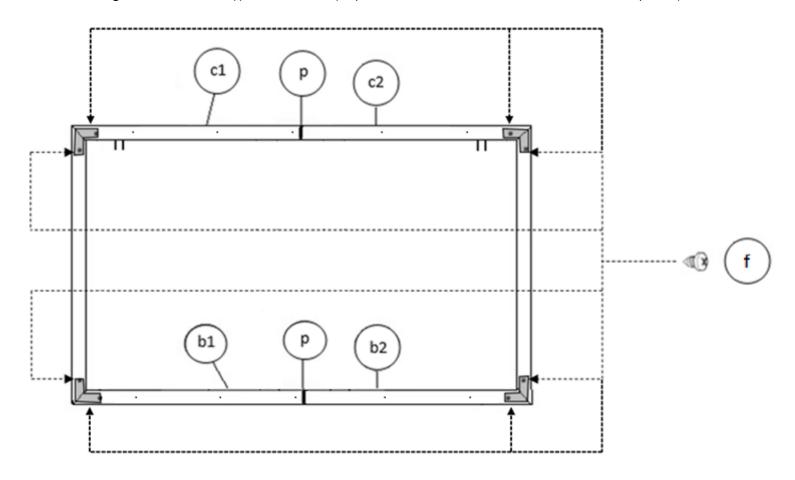
2e) Connect the (a) Black Nylon "L" Connectors with a rubber mallet/hammer to each frame part. *Refer to the figure A5.* 

**Figure A5**: Connecting the (c1/c2) full Top Bar, (b1/b2) full Front Bar, (d1) Left Frame, and (d2) Right Frame with (a) Black Nylon "L" Connectors



2f) Use the Power Drill to input the (f) Sheet Screws into each pre-drilled hole. *Refer to the figure* **A6.** 

Figure A6: Drill in the (f) Sheet Screws (all pre-drilled holes are on the outside of the frame pieces).



Step 3: Installing the Center Frame

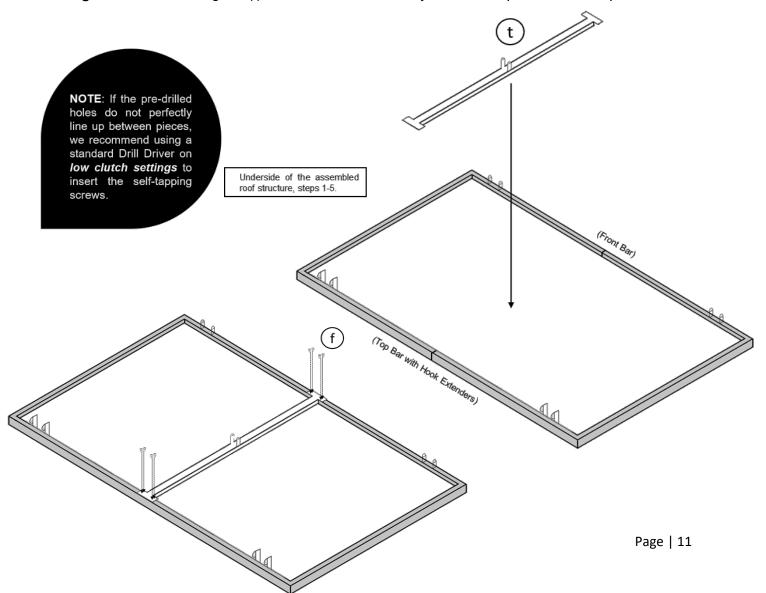
Parts Required (Sizes 5'-8')

1-(t) Center Frame

8-(f) Sheet Screws

- 3a) Flip over the assembled frame of the awning so that the extenders of the (b1/b2) full Front Bar and (c1/c2) are facing up. Additionally, there should only be a total of eight pre-drilled holes exposed, the same holes that are meant to accept the (t) Center Frame in the diagram below (see step 3b). We recommend laying down a soft material underneath the awning (cloth or soft cardboard) to prevent scratches to the awning assembled frame.
- 3b) Once the underside of the awning is exposed, lay the (t) Center Frame down in the middle of the awning so that the (b1/b2) full Front Bar and (c1/c2) full Top Bars are bridged by the (t) Center Frame. Please *refer to figure 6.A1*.
- 3c) Line up the pre-drilled holes in the (t) Center Frame against the pre-drilled holes in both the (b1/b2; c1/c2) full Front and full Top Bars respectively.
- 3d) Fasten the (t) Center Frame using the 8-(f) Sheet Screws as shown in *figure 6.A1* below.

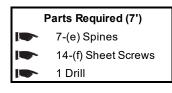
Figure 6.A1: Fastening the (t) Center Frame to the fully assembled panels from Steps 1-5.

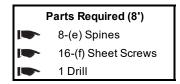


## Step 4: Insert the Spines onto the Full Top Bar and Full Front Bar



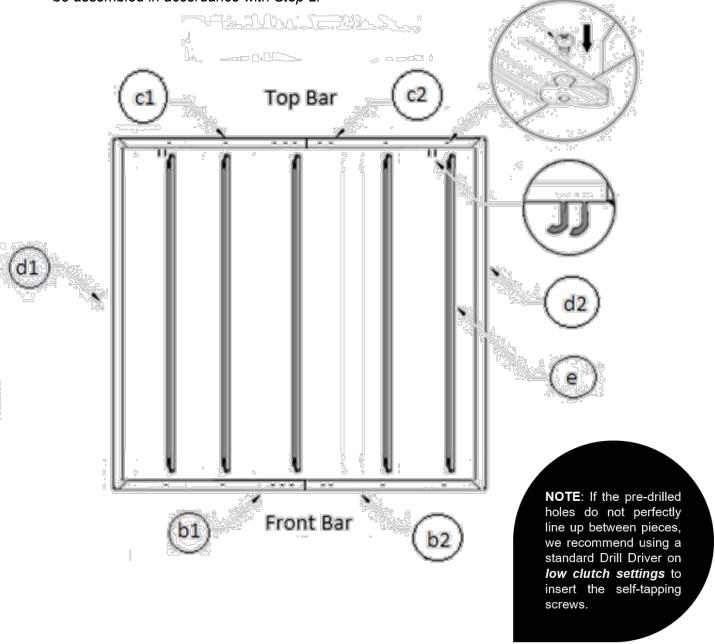






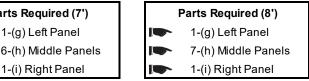
4a) Using a drill and (f) Sheet Screws, connect the ends of each (e) Spine to the pre-drilled holes on the Front Bar (b1/b2) and the Top Bar (with Hook Extenders) (c1/c2). Refer to the two figures below.

**Figure B1:** Inserting Spines (Houstonian 5ft Example). Please note that the frame should already be assembled in accordance with Step 2.



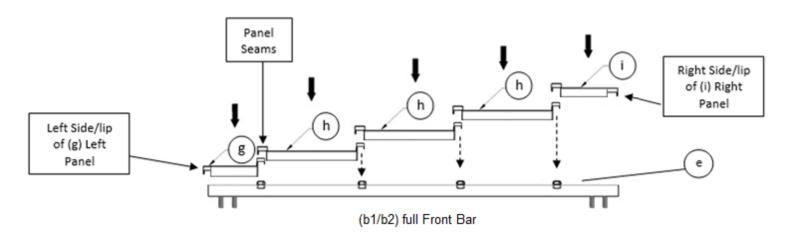
**Step 5**: Laying out the Right, Middle, and Left Panels onto the Assembled Frame





- 5a) Begin with the (g) Left Panel; the starting panel. Make sure the left side of the Left Panel is the side/lip hanging down over the (d1) Left Side Frame. This will cover the left side of the awning frame when the (b1/b2) full Front Bar is closest to you. **Refer to figure C1** below.
- 5b) Apply the (h) Middle Panels as shown in the figure below. The Middle Panels' seams, located on the left side of each Middle Panel, will be laid on top of the right side of the panel that was set before it. Continue this process until 4c). *Refer to figure C1 below.*
- 5c) Finish assembling the panels with the (i) Right Panel. Make sure the right side of the (i) Right Panel is the side/lip hanging down over the (d2) Right Side Frame. This will cover the right side of the awning frame when the (b1/b2) full Front Bar is closest to you. *Refer to figure C1 below*.

Figure C1: Progression of panel assembly (number of panels varies by width of awning).



Step 6: Input the Sheet Screws for the Panels



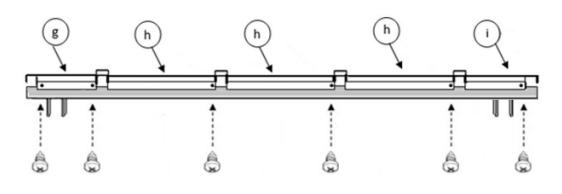






- 6a) Now that the panels are in place, you will need to insert the (f) Sheet Screws into the pre-drilled holes. The holes are available on the tops and bottoms of the panel's edges.
- 6b) First, insert and drill the (f) Sheet Screws into the attached (b1/b2) Full Front Bar. **Refer** to figure D1 below.
- 6c) Second, insert and drill the (f) Sheet Screws into the attached (c1/c2) Full Top Bar (with Hook Extenders). *Refer to figure D2 below.*
- 6d) Third, insert and drill the (f) Sheet Screws into the (d1) Left and (d2) Right Frames

Figure D1: Input (f) Sheet Screws into the (b1/b2) Full Front Bar



**Figure D2:** Input (f) Sheet Screws into the (c1/c2) Top Bar (with Hook Extenders)

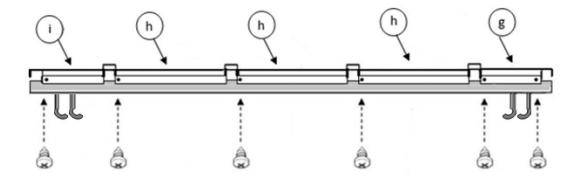
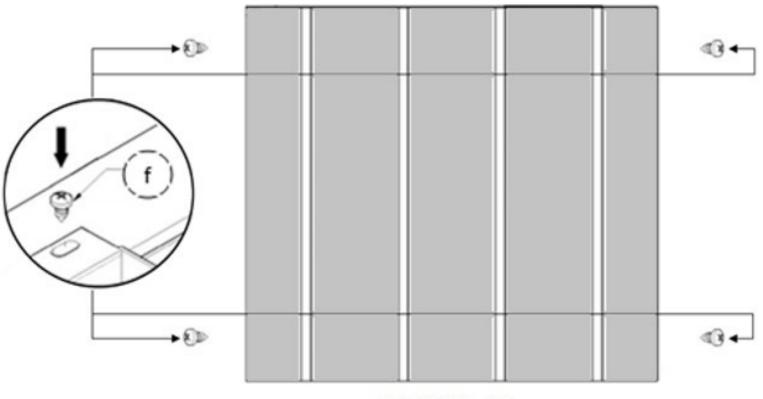


Figure D3: Input Sheet Screws into the (d1) Left Frame and (d2) Right Frame

(c1/c2) full Top Bar



(b1/b2) full Front Bar

Step 7: Attaching the Back Bars to the Full Front Bar

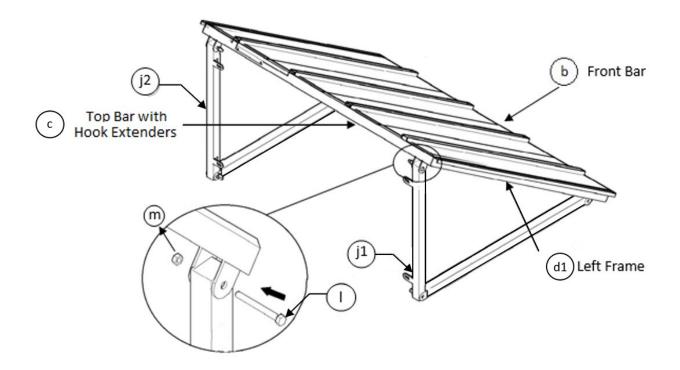
## Parts Required (Sizes 5'-8')

1-(j1) Left Back Bar 1-(j2) Right Back Bar

2-(I) Bolts 2-(m) Nuts

7a) Install the (j1) Left Back Bar and (j2) Right Back Bar into their respective hook extenders of the (c1/c2) full Top Bar. Use an (I) Bolt and (m) Nut to secure each Back Bar into its hinge. As stated on the Measuring Guide in Page 2 herein, the Back Bar tabs on the (j1) Left Back Bar and (j2) Right Back Bar can face either inward or outward. **Refer to figure E1**.

**Figure E1**: Attaching the (j1) Left Back Bar and (j2) Right Back Bar to the (c1/c2) full Top Bar hook extenders.



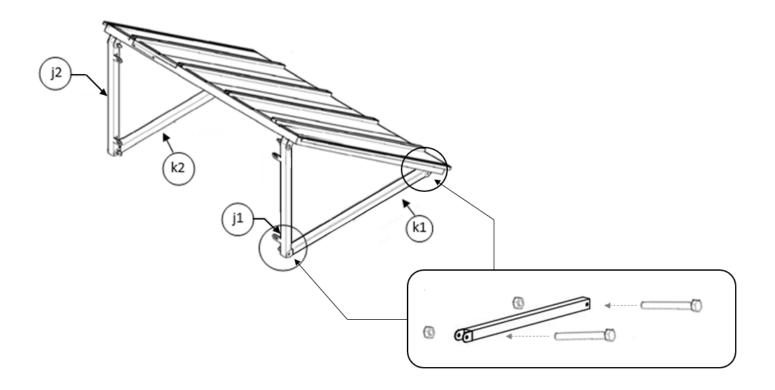
Step 8: Attaching the Projection Bars to the Back Bars

## Parts Required (Sizes 5'-8') 1-(k1) Left Projection Bar 1-(k2) Right Projection Bar

4-(I) Bolts
4-(m) Nuts

7b) Install the (k1) Left Projection Bar and (k2) Right Projection Bar into their respective hinges on the (j1/j2) Back Bars and (b1/b2) full Front Bar extenders. It should be noted that (k1/k2) Left/Right Projection Bars are interchangeable between (j1/j2) Back Bars. Use an (l) Bolt and (m) Nut to secure each Projection Bar into its respective Back Bar and (b1/b2) full Front Bar hinges. *Refer to figure F1*.

**Figure F1**: Attaching the (k1) Left Projection Bar and (k2) Right Projection Bar to the (j1) Left Back Bar and (j2) Right Back Bar



## **Step 9**: Installing Middle Support to the Front Bar (NOT REQUIRED)

## Parts Required (Sizes 5'-8')

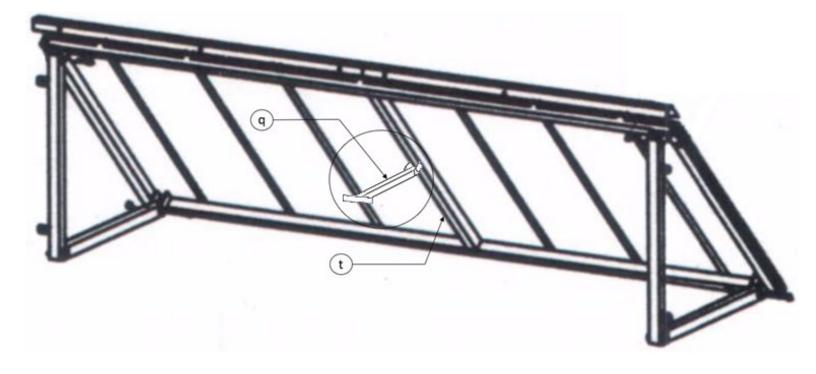
1-(q) Middle Support

1-(I) Bolt 1-(m) Nut

9a) Insert the (q) Middle Support into the (t) Center Frame braces by aligning the holes on both the (q) Middle Support and threading the (I) Bolt through. Fasten the (I) Bolt using the (m) Nut.

**NOTE**: the (q) Middle Support is not required and is only a recommendation to provide additional structural support to the middle of the awning. Customers who wish to install this unit around the perimeter of a window/door frame can do so by eliminating the (q) Middle Support.

Figure G1: Attaching the (q) Middle Support to the (t) Center Support.



Step 10: Installing the Shroud (Hood Cover) to the Mounting Surface

# Parts Required (Sizes 5'-8') Mounting Hardware (Refer to Page 2) 1-(n1) Left Shroud (Hood Cover) 1-(n2) Right Shroud (Hood Cover) Drill Level Measuring Tape

- 10a) Carefully measure the distance between each pre-drilled hole on both the (n1) Left Shroud (Hood Cover) and the (n2) Right Shroud (Hood Cover) with measuring tape.
- 10b) Mark the location of the mounting holes measured in part 9a) onto your mounting surface using chalk/graphite. Use a level as needed.
- 10c) Drill pilot holes onto the specific markers. Refer to figure H1.
- 10d) Prepare the pilot holes using professionally recommended mounting hardware (M8 or M6 Anchors may be useful here) for your surface. Once the mounting surface is prepared, install the (n1/n2) Shroud (Hood Cover) onto the mounting hardware and fasten. **Refer to figure H2**.

Figure H1: Drill Pilot Holes into the Mounting Surface

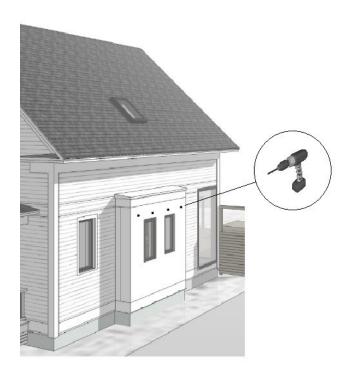
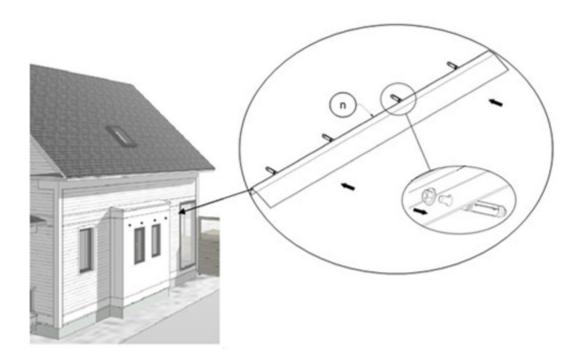


Figure H2: Installing (n1) and (n2) Shroud (Hood Cover) to the Pilot Holes

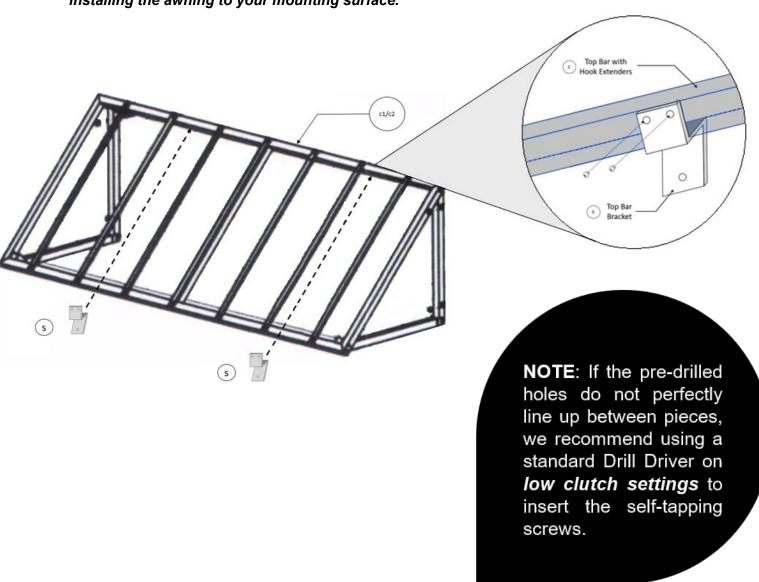


Step 11: Assembling the (s) Top Bar Brackets onto the Top Bar

## Parts Required (Sizes 5'-8') 2-(s) Top Bar Brackets 4-(f) Sheet Screws Drill

11a) Affix the 2-(s) Top Bar Brackets along the (c1/c2) Top Bar (with Hook Extenders) by matching the pre-drilled holes on both pieces. Using the (f) Sheet Screws, drill into the pre-drilled holes to secure the (s) Top Bar Brackets to the (c1/c2) Top Bar (with Hook Extenders). Please refer to Step 12 below for mounting the (s) Top Bar Brackets to the mounting surface.

Figure 11: Installing the 2-(s) Top Bar Brackets. Please note that this should be done prior to installing the awning to your mounting surface.

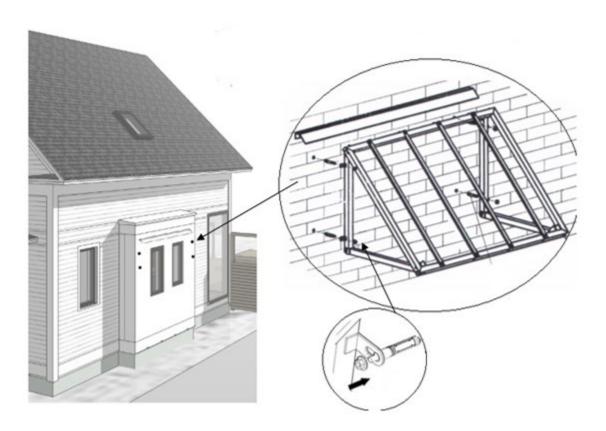


Step 12: Mounting the Awning to the Surface

# Parts Required (Sizes 5'-8') Mounting Hardware (Refer to Page 2) Drill

- 12a) Using the Back Bar tabs of the (j1) Left Back Bar and the (j2) Right Back Bar, and the holes of the (q) Middle Support as a reference, mark the location on the mounting surface using chalk/graphite noting the location of the holes to be drilled.
- 12b) Drill the pilot holes onto the specific markers. *Please refer to Figure J1*.
- 12c) Prepare the pilot holes using professional recommended mounting hardware, M8 or M6 Anchors may be useful here, for your surface.
- Once the mounting surface is prepared, mount the frame of the awning. Specifically, the tabs of the (j1) Left Back Bar and the (j2) Right Back Bar, and the holes of the (q) Middle Support, can be installed into the prepared anchors. The awning should fit snug underneath the (n1/n2) Shroud (Hood Cover). Please refer to Figure J1.
- 12e) Secure the awning to the mounting hardware. *Please refer to Figure J1*.

**Figure J1:** Mounting the Awning onto the wall (please note that the diagram below does not have its panels installed – this allows the reader visibility into the mounting process)

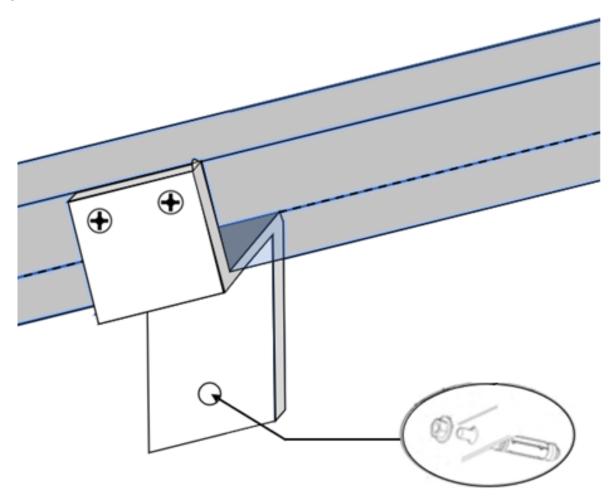


Step 13: Mount the (s) Top Bar Brackets to the surface

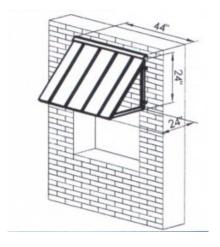
# Parts Required (Sizes 5'-8') Mounting Hardware (Refer to Page 2) Drill

- 13a) Using the (s) Top Bar Bracket as a guide for placement of the professionally recommended mounting hardware, follow similar procedures in Step 9 and Step 11 to prepare the mounting surface. This will be used to secure the (s) Top Bar Bracket to the mounting surface as shown in *Figure K1* below.
- 13b) Secure the (s) Top Bar Bracket to the mounting surface.

Figure K1: Mounting the (s) Top Bar Bracket to the mounting surface



**Step 13**: Your Houstonian is complete!



## **WARRANTY**

5-Year Manufacturer's Limited Warranty

Obtaining necessary permits is the sole responsibility of the purchaser.

Purchaser/customer agrees he/she/company will NOT hold Awntech liable for improper installation, maintenance and repairs.

Replacements for missing parts within 30 days of receipt of awning. Please refer to E below for limitations.

### A. WARRANTY:

5 Year Limited Manufacturer's Warranty (Prorated by the month)

## **B. WHO GIVES THIS WARRANTY?**

Awntech Corporation, 10950 S. Pipeline Road, Euless, TX 76040

## C. WHO IS ENTITLED TO THIS WARRANTY?

This Warranty applies only to the original purchaser who paid for the product and may not be assigned or transferred to subsequent owners. This Warranty applies only to products purchased and installed in the United States.

## D. WHAT ARE THE RESPONSIBILITIES OF AWNTECH UNDER THIS WARRANTY?

Subject to the terms and conditions set forth herein, Awntech Corporation will furnish replacements for parts found by Awntech Corporation to be defective in design, manufacture or assembly, under each specific component or product warranty as set forth below.

## E. WHAT ARE THE RESPONSIBILITIES OF THE ORIGINAL PURCHASER UNDER THE WARRANTY?

- For missing parts or pieces of the awning received, the customer must notify Awntech within 30 days of receipt. Failure to notify Awntech within the 30-day period will void warranty replacements for missing pieces. It is strongly recommended that customers fully inspect the contents of the package for damaged or missing pieces as soon as the awning is received.
- Before any claims may be made under this Warranty, the original purchaser must have paid in full for the
  product covered under the Warranty, according to the terms and conditions of the pay-plan defined in the
  original order. IF THE PURCHASER HAS FAILED TO MAKE FULL PAYMENT, THIS WARRANTY SHALL
  BE NULLIFIED AND AWNTECH CORPORATION SHALL BE RELIEVED FROM ANY RESPONSIBILITY
  OR LIABILITY UNDER THIS WARRANTY. The purchaser agrees and acknowledges that this Warranty
  agreement constitutes an executor contract.
- The purchaser must use care in installation, maintenance, operation, use, and storage of the product in accordance with the instructions contained in the owner's manual. ANY FAILURE TO INSTALL, MAINTAIN, OPERATE, USE AND STORE THE PRODUCT IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE OWNER'S MANUAL WILL NULLIFY THIS WARRANTY AND RELIEVE AWNTECH CORPORATION FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY.
- Promptly notify Awntech Corporation of any claims.
- At Awntech's request the purchaser may be required to provide a photographs or videos (if necessary) of
  any defective parts. The purchaser may also be required to pay a deposit until the defective parts are
  returned to Awntech Corporation for inspection. The purchaser must obtain a return authorization form from
  Awntech Corporation's customer service department prior to the return of any merchandise and after having
  received such authorization, return the part or product, freight prepaid, to Awntech Corporation.

## F. WHAT IS COVERED UNDER THIS WARRANTY?

The following components of Awntech® models and their accessories (defined as accessories attached to the awning) are covered under this Warranty, subject to the limitations set forth below. These components have a five (5) year limited (prorated) warranty, against manufacturer's defects as outlined below:

- a) Should the purchaser promptly notify Awntech Corporation of such defects within one year (12 months) from the date of the original purchase, the defective component will be replaced at no charge to the purchaser. Awntech reserves the right to ask for the defective part to be returned and/or photos/videos of the defective part.
- b) After one year but within five years (60 months) from the date of the original purchase, a defective component will be replaced upon the purchaser's payment of 1/60th of the full retail cost of the component for each month of use prior to the claim.

## FIXED AWNINGS - COVERED COMPONENTS

All the components warranted not to fail for five (5) years prorated.

## G. WHAT IS NOT COVERED UNDER THIS WARRANTY?

- Any failure or damage of the components that results from any intentional or negligent actions by the purchaser or by any other person is not covered by this Warranty.
- It is the responsibility of the purchaser to securely fasten the awning to studs, joists, headers or other structural members. Any failure or damage that results from the awning falling from its installed position is not covered by this Warranty.
- Labor charges connected with installation of replacement parts are not covered by this Warranty.
- Freight expenses to and from Awntech Corporation are not covered by this Warranty and must be paid by the purchaser.
- A bottle of touch up paint is included with each awning. It is the responsibility of the purchaser to inspect their awning for scratches or exposed metal. It is the responsibility of the purchaser to liberally apply touchup paint to any identified areas during their inspection for scratches or exposed metal. Ignoring scratches or exposed metal will allow for corrosion or rust in the afflicted areas.

## H. GENERAL PROVISIONS AND LIMITATIONS

- The warranty granted herein is the exclusive remedy for the purchaser. Awntech Corporation makes no
  other warranties to the purchaser, express, statutory, implied or otherwise and all implied warranties,
  including without limitations, implied warranties of merchantability and fitness for a particular purpose, are
  hereby disclaimed.
- To the extent permitted by law, Awntech Corporation shall have no liability to the purchaser or any other person for incidental, special, consequential, indirect or similar damages of any kind or nature whatsoever, whether arising out of breach of warranty or other breach of contract, negligence or other tort, or otherwise, even if Awntech Corporation shall have been advised of the possibility or likelihood of such potential loss or damage. In no event shall Awntech Corporation be liable for loss of profits and/or wages.
- Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.
   This warranty gives you specific rights, and you may have other rights, which vary from state to state.

Awntech Corporation, 10950 S. Pipeline Rd., Bldg. 1, Euless, TX 76040 / Ph 817-354-9600; Fax 817-354-9612 / warranty@awntech.com

## **RETURNS & DAMAGES**

## **RETURN QUALIFICATION:**

You can only return a product without recourse if it is defective upon arrival. If you simply do not like the product, or if you did not measure correctly, you will only be qualified for a merchandise credit and you will be required to pay for shipping the product back to Awntech in re-stock condition. There will be a 25% restock fee applicable. Customers have up to 30 days from delivery to return their product, otherwise they will qualify only for warranty replacements, subject to the restrictions set forth herein. Customized awnings (dimensions outside of Awntech's standard offerings) cannot be returned and will qualify only for warranty replacements, subject to the restrictions set forth herein.

## **DAMAGED MATERIAL:**

Damage occasionally occurs during shipping. Scrapes dents and rips in the outer packaging that could indicate possible damage should be described to the carrier at the time of delivery. If damage to the product seems apparent, the shipment should be refused. Concealed shipping damages must be reported within <u>5 days</u> from the receipt of the awning.

## **RETURNS/ORDER EXCEPTIONS:**

Phone :817-354-9600, Fax 817-354-9612, E-mail <u>warranty@awntech.com</u> TO ACQUIRE A RETURN OR REPAIR AUTHORIZATION NUMBER YOU MUST GO THROUGH THE WARRANTY PROCESS: E-mail Photos of damaged parts to: <u>warranty@awntech.com</u> or mail to: Awntech Corporation, 10950 S. Pipeline Rd., Bldg 1, Euless, TX 76040

Authorized returns should be shipped to:

Returns Department: Awntech Corporation, 10950 S. Pipeline Rd., Bldg 1, Euless, TX 76040