

Warranty conditions for CARAVITA parasols

1. General information

Caravita gives consumers (Section 13 of the German Civil Code (BGB)) a five-year manufacturer's warranty in accordance with the following warranty conditions on all Caravita parasols (including accessories and equipment, such as a wind roof) purchased in Germany from 1 April 2026 onwards.

The warranty is available only on new products obtained from a Caravita partner based in Germany.

Trade fair exhibits and Caravita sun sails are not covered by the warranty.

Electrical components, drives and fabrics (seams, light-fastness etc.) are also excluded from the warranty.

The warranty obligations of the Caravita contracting partner to the consumer remain unaffected by the Caravita manufacturer's warranty.

2. Restrictions on the warranty

Minor deviations from the required quality that have no significant impact on the value and usability of the products do not give rise to warranty obligations.

The same applies to cosmetic problems, legitimate noises and other complaints and to product-specific special features and the appearance of textiles (e.g. waviness, wrinkles, stress whitening) that are not considered to be defects according to accepted technical standards and the relevant guidelines of the industry associations.

No warranty claim can be made if the product is not used in accordance with the operating instructions and if repairs or modifications to the product are carried out by someone other than a qualified specialist.

No warranty claim can be made in the case of damage caused by force majeure, the effects of the environment or the weather (for example hail, snow or icy conditions) or extreme weather events (for example gusts of wind or heavy rain).

The same applies to chemical and electrochemical effects on the product caused by water (for example filiform corrosion), abnormal environmental conditions (for example the salt or chlorine content of the air), electrosmog or inappropriate operating conditions.

Warranty claims are also excluded if the product has come into contact in any other way with unsuitable substances which have caused damage to the product or if any defects are due to transport damage that Caravita is not responsible for.

In addition, no warranty can be provided if a defect is the result of unauthorised use or if the product has been fitted with spare parts, supplementary components or accessories that are not original parts.

The same applies if damage to the product is caused by serious contamination of the product (for example because of the lack of a protective cover) or incorrect storage.

The warranty does not cover wilful or negligent damage to the product by the consumer or third parties or wear and tear (for example scratches on metal or powder-coated components).

3. Making a warranty claim

In order to make a warranty claim, the consumer must notify the Caravita contracting partner which supplied the product about any defect immediately after discovering it and must provide all the necessary information (a detailed description of the fault including photographs).

The Caravita contracting partner is responsible for the first assessment of the warranty claim on the basis of accepted technical standards at the time of product manufacture and the relevant guidelines of the industry associations.

If the Caravita contracting partner has ceased trading or is permanently unavailable to the consumer for other reasons, the warranty claim can be submitted to Caravita.

Whenever Caravita receives a warranty claim, it will check whether the warranty requirements have been met.

If there are legitimate doubts about whether these warranty conditions have been complied with, Caravita is entitled to request corresponding proof.

If it emerges during an on-site inspection that there is no entitlement to a warranty claim, Caravita reserves the right to charge for the expenses it incurs.

If it was not possible for either the Caravita contracting partner or the consumer to determine that there was no entitlement to a warranty claim, Caravita may choose not to charge for the expenses.

4. Scope of the warranty

Under the warranty, defective parts will be repaired or replaced free of charge at Caravita's discretion by Caravita or a partner authorised by Caravita.

If a repair is not possible or not practical for technical reasons, Caravita will supply a replacement free of charge.

The decision about whether a part should be repaired or replaced will be made by Caravita. Parts that are removed and replaced become the property of Caravita.

If a product that needs to be replaced or repaired is no longer produced at the time of the warranty claim or is only available with changes (for example changes to its appearance or materials or technical modifications), Caravita is entitled to supply an equivalent product.

5. Accessibility of the unit

The consumer must ensure that the product is accessible when they make a warranty claim. If the product can only be reached with climbing aids or can only be transported using special lifting aids because of the circumstances on site, the costs of this must be paid by the consumer. The costs will not be paid or reimbursed by Caravita. The same applies to costs incurred because accessing the products involves additional expense for reasons that are not the responsibility of Caravita.

6. Other provisions

Warranty claims do not result in the warranty period being extended or a new warranty period being started.

The warranty period for built-in parts ends when the warranty period for the entire product ends.

The warranty period begins four weeks after the product is delivered to the Caravita contracting partner (the date of the delivery note).

Caravita is entitled to change these warranty conditions at any time or to impose an extraordinary termination (for example because of misuse).

7. Further claims

Further claims or other claims, in particular those for compensation not relating to the damage caused to the product, are excluded, unless liability is established by law.

8. Final provisions

These warranty conditions are subject to German law. The CISG (the United Nations Convention on Contracts for the International Sale of Goods) does not apply to these warranty conditions.

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