

Warranty

As we wish our customers to be satisfied with the product we fabricate for you, when you purchase from us, we warranty the product to be free of manufacturing defects for a period of one year from the date of installation (or delivery). See our Terms and Conditions for more information on our warranty.

If you have a problem with a product purchased from us, please contact us. We're happy to make it right for you.

TERMS AND CONDITIONS

At Quantum Sails Corfu/Giatras boat covers we always use the best market products (subrella fabric, tenara threads, ykk zips etc) and always get the best result based on costumer's request. After more than 20 years of experience and our reputation preceding us we have made the following terms and conditions in order to avoid misunderstandings about our products/services, so if you would like to cooperate with us it means that you agree with the following:

1. Payment Terms: 50% Deposit is required at all new products, balance before delivery/installation .
2. Quantum Sails Corfu/Giatras boat covers retain full ownership of products until your account balance is paid in full.
2. If project has started or materials ordered deposit is not returnable.
3. Payment Methods: We accept cash, bank transfer and credit cards.
4. New sails are paid in full before installed/delivered on the vessel in order to issue the 2 year EU warranty(1 year international warranty)
5. Customers may not provide their own canvas (or other materials). In cases where the client provides the material(s),Quantum Sails Corfu/Giatras boat covers will not warranty the final product.
6. Estimated date(s) of completion are based upon ideal weather conditions and is subject to delays caused by wind, temperature, inclement weather, and/or product availability.
7. Quantum Sails Corfu/Giatras boat covers or it's affiliates has authority to photograph and/or video tape the owner's boat for reference and/or marketing purposes.
8. The vessel's owner is to carry any necessary hazard and liability insurances. Quantum Sails Corfu/Giatras boat covers do not assume liability for the vessel.
9. Estimates are valid and offered for 30 days from date submitted.
10. Manufacturer warranty applies to all materials used.

Quantum Sails

Corfu/Giatras boat covers.

11. Minor scratches in clear vinyl or polycarbonate products are not covered under the warranty.
12. Quantum Sails Corfu/Giatras boat covers or it's affiliates have the authority to board your vessel to estimate, measure, install or remove products before, during, and after installation.
13. Any design alterations, deviations, or additional requests to the firstly agreed specifications will become an extra charge over and above the quotation. Repair or replacement of any pre-existing damaged materials that are undetected at the time of the quotation will become an extra charge over and above the quotation.
14. We do not have any warranty/responsibility of materials and items (sails/canvas) that the costumer provides us to repair/modificate. We always try to get for the best possible result but cannot guarantee it.
15. We do not have any warranty/responsibility of materials Fabrication workmanship is guaranteed by and items (sails/canvas) that the costumer provides us to wash. After washing repairs/shrinking/dicoloring might occur.

16. The result is based on our customer's request, but as our products are custom made to fit on frames/boats that are provided to us, the final result might vary a bit from what was originally agreed. As the materials(acrylics,pvc/vinyl) are flexible creases, stretches might occur.
17. Seams might leak on new canvas as the needle holes are still big, that eventually stops.
18. Items left in our facilities for more than one year without any notice are considered abandoned.

WARRANTY Giatras Boat Covers warrants all manufactured products, to be free from defects in materials and workmanship, provided that the product has been used and maintained in accordance with recommendations and standard care practices of Giatras Boat Covers. Warranty period is for (1) one year from original manufacture date. The warranty set forth shall be on repair or replacement basis, to be determined exclusively by Giatras Boat Covers., upon receipt and inspection of product. No repairs should be made prior to approval from Giatras Boat Covers .

Warranty Exclusions:

- ☒ Misuse, neglect, improper installation or accident .
- ☒ Clear isinglass and clear Plexiglas.
- ☒ Zippers, fasteners that are mistreated.
- ☒ Failure due to normal product wear and tear.
- ☒ Misuse of product in anyway.
- ☒ Neglect of regular care and maintenance.
- ☒ Exposure to environmental conditions such as ultraviolet rays.
- ☒ Leakage of sewn seams. Water misting through the fabric or leaking at seams. (During the initial use of the product some seepage or leaking of water will occur and will diminish with time.)
- ☒ Mold or mildew.
- ☒ Salt water corrosion or discoloration on any materials.Discoloration of material from time exposure,
 - ☒ ☒ ☒ environmental chemical fallout, bird droppings or cleaning chemicals.
- Accumulation of ice, snow or water.
- Alterations of original design.
- Allowing sharp or pointed objects to come into contact with product .