



# Product Warranties

Windscreen / Netting / Padding



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10,000 schools,  
sports facilities  
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## **Collins Company Limited 1-Year Warranty**

### **Windscreen Products**

Collins Company warrants that all windscreen products will be free from defects in materials and workmanship for a period of one (1) year from the original date of purchase. If a defect arises during the warranty period, Collins Company, at its discretion, will provide:

- Replacement of the defective product,
- Repair of the defective product, or
- A pro-rated credit toward future purchases.

### **Exclusions & Limitations**

This limited warranty does not cover:

- Improper or abnormal use.
- Improper self or third-party installation.
- Accidents, vandalism, or post-install modifications.
- Exposure to harsh environmental conditions such as extreme heat, cold, prolonged sun exposure, saltwater, or chemical exposure.
- Natural disasters, floods, winds, fires, or other uncontrollable events ("Acts of God").

Because our products are used in a wide range of conditions and applications, certain factors are beyond our control.

### **Warranty Claims**

To request service under this limited warranty, please contact Collins Company's Customer Care Department at (800) 222-4348 within the warranty period. Photographic evidence is required before a return authorization can be granted. If the defect cannot be confirmed in photos, the product may need to be returned at the customer's expense for inspection. If found defective, Collins Company will reimburse freight costs and supply a replacement at no cost. If not found defective, no refund will be issued.

Defects are determined at the sole discretion of Collins Company.

#### **California**

300 East Eucalyptus Avenue  
Ontario, CA 91762

[collinscompany.com](http://collinscompany.com)

**Call** (800) 222-4348  
**Fax** (909) 548-6908

#### **Georgia**

1375 Weber Industrial Drive  
Cumming, GA 30041



## **Collins Company Limited 3-Year Warranty**

### **Polyester Windscreen**

Collins Company warrants that all Polyester Windscreen will be free from defects in materials and workmanship for a period of three (3) years from the original date of purchase. If a defect arises during the warranty period, Collins Company, at its discretion, will provide:

- Replacement of the defective product,
- Repair of the defective product, or
- A pro-rated credit toward future purchases.

### **Exclusions & Limitations**

This limited warranty does not cover:

- Improper or abnormal use.
- Improper self or third-party installation.
- Accidents, vandalism, or post-install modifications.
- Exposure to harsh environmental conditions such as extreme heat, cold, prolonged sun exposure, saltwater, or chemical exposure.
- Natural disasters, floods, winds, fires, or other uncontrollable events ("Acts of God").

Because our products are used in a wide range of conditions and applications, certain factors are beyond our control.

### **Warranty Claims**

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Cumming, GA 30041



## **Collins Company Limited 1-Year Warranty**

### **Netting Products**

Collins Company warrants that all netting products will be free from defects in materials and workmanship for a period of one (1) year from the original date of purchase. If a defect arises during the warranty period, Collins Company, at its discretion, will provide:

- Replacement of the defective product,
- Repair of the defective product, or
- A pro-rated credit toward future purchases.

### **Exclusions & Limitations**

This limited warranty does not cover:

- Improper or abnormal use.
- Improper self or third-party installation.
- Accidents, vandalism, or post-install modifications.
- Normal or accelerated wear and tear due to heavy use.
- Exposure to harsh environmental conditions such as extreme heat, cold, prolonged sun exposure, saltwater, or chemical exposure.
- Natural disasters, floods, winds, fires, or other uncontrollable events ("Acts of God").

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Cumming, GA 30041



## **Collins Company Limited 1-Year Warranty**

### **Padding Products**

Collins Company warrants that all padding products will be free from defects in materials and workmanship for a period of one (1) year from the original date of purchase. If a defect arises during the warranty period, Collins Company, at its discretion, will provide:

- Replacement of the defective product,
- Repair of the defective product, or
- A pro-rated credit toward future purchases.

### **Exclusions & Limitations**

This limited warranty does not cover:

- Improper or abnormal use.
- Improper self or third-party installation, or reinstallation at a different location.
- Accidents, vandalism, or post-install modifications.
- Cosmetic wear such as scuffs, scratches, tears, punctures, burns, or graffiti.
- Exposure to harsh environmental conditions such as extreme heat, cold, prolonged sun exposure, saltwater, or chemical exposure.
- Natural disasters, floods, winds, fires, or other uncontrollable events ("Acts of God").

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## Have questions?

Reach out, we're here to help!

**Call:** +1-800-222-4348

**Email:** [info@collinscompany.com](mailto:info@collinscompany.com)

