

IMPORTANT INFORMATION

Under normal use, Tranquillo hammock stands will last for years. It is, however, important to follow basic care tips to prolong the life of your stand.

USE & CARE

- Before each use, inspect your hammock for wear and weakness.
- Take your time getting into and out of your hammock. Any hammock may tip if your weight is not centered.
- Ensure the stand is assembled correctly and the hardware is securely tightened before each use.
- Swinging, bouncing, jumping and other excessive movements may cause serious injuries including, but not limited to, the stand tipping over.
- Supervise children at all times. Do not allow children to play or sleep in hammocks when used with this stand without constant supervision.
- Pets should not be allowed into hammocks as it may result in injuries or damage the product.
- Do not exceed the recommended weight capacity of the hammock and base stand.
- Store the stand and hammock indoors when not in use. Cool, dry locations are recommended to prevent damage that may result from exposure to moisture and other environmental elements.
- Use a soft cloth and warm water to wipe down the stand, if necessary. Dry the stand after cleaning and before storing to prevent rust.
- The powder coating on the stand is tough and durable but, even under normal use, some scratching is inevitable. To avoid excessive rust, wipe scratched areas as needed to remove moisture.

TROUBLESHOOTING

If the stand seems unstable, make sure it is on a level surface and the feet are correctly distributed as shown in the assembly instructions. Also make sure that all components are assembled correctly and the hardware is securely tightened.

Any modification or failure to follow the recommended care will void the product warranty.

WARNING

Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.



Read all assembly and care instructions carefully before using this product. Save these instructions for future reference.

- Select a smooth, level surface to place the hammock stand.
- Assemble components on a soft, clean surface to avoid scratching and/or damaging the finish.
- Ensure all parts are accounted for before disposing of packaging.

WARRANTY INFORMATION

Thank you for choosing Tranquillo. We stand behind our brand and the quality of the items we sell.

Tranquillo is not responsible for normal wear and tear, for products used commercially or for failures caused by accidents, abuse, alteration, modification, misuse or improper care.

There are no other express warranties beyond the terms of this limited warranty. In no event shall any implied warranties, including merchantability and fitness for a particular purpose, extend beyond the duration of the express warranty contained herein. In no event shall Tranquillo be liable for incidental or consequential damages.

We offer these warranties:

- **01-year warranty on hammock**
- **03-year warranty on base stand**

Replacement parts or products will be sent at our discretion if the defect is the result of any fault on our side. Proof of purchase, with the date of purchase as well as photos of the defective merchandise, must be provided. Photos are used to determine the cause of defects and for future quality control.

Please contact Tranquillo Customer Service directly; or if you have any questions, comments or concerns by emailing us at: customerservice@tranquillohomes.com, or via our Contact Us page at www.tranquillohomes.com/contact-us/