

## FAQs



## What questions should I ask before I own my Shade Wing?

### Q: What makes a Duvall Dynamic Shade Wing better?

A: Not only do our Shade Wings have greater dynamic shape in many styles, sizes, and colors; we hand-craft each piece right here in Mid-Coast Maine utilizing over a one-hundred year history of textile expertise. Meaning you get the craftsmanship and integrity that Maine is traditionally known for, right down to the poles we made for your Shade Wing. We use only the finest commercial grade materials money can buy to ensure your Duvall Dynamic Shade Wing will be an investment well made, lasting a decade or more.

### Q: Can I send you pictures and measurements of my deck, patio, etc. to ensure the style of Shade Wing I choose will fit?

A: Absolutely! Your pictures and measurements will allow us to help you own the perfect Shade Wing.

### Q: Do you offer custom designs?

A: While the answer is yes, we can create a custom wing design for you, our line of Stock Shade Wings is designed to save you money and we usually have a shape to fit most any space.

### Q: Can I install my Shade Wing myself or do you offer installation?

A: If you can climb a ladder, use a screw gun, tape measure, and pound a stake you most certainly can do-it-yourself. With detailed instructions and all of the accessories we provide, installation is no big task. You will want a helping hand to make it easier to line up tension lines and stakes, etc. We do offer installation for a fee within 50 miles of our location, yet any handyman can assist you as well.

### Q: What tools will I need to install my Shade Wing?

A: You'll want to have a ladder, hand drill, and a sledge hammer for driving your stakes.

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## Q: Can you ship my Shade Wing to me?

A: Yes, we can ship your Shade Wing anywhere in the continental USA usually within 72 hours of your order.

## Q: Will I need to buy a lot of parts to install my Shade Wing?

A: Certainly not! Your Shade Wing comes complete with all the hardware and accessories you'll need to install, including an over-sized storage bag so that off-season storage is a breeze. We do not provide screws for building attachments.

## Q: What parts are included with my Shade Wing?

A: Your Shade Wing comes complete with Pole(s), Pad-eyes, Shackles, Stakes, and Antenna Line to ensure you can install to any location. Need extra parts? No problem!

## Q: Are your Shade Wings waterproof?

A: Our Shade Wings are hand-crafted using the best in commercial grade sun shade fabric and provide breathability to block out the sun, resist mildew, and allow hot air to escape. These preferred characteristics make for a great and long-lasting Shade Wing, yet do not allow the fabric to block rain.

*Note: Wings are not suitable for snow-load and should be taken down before snow-fall and during high winds.*

## Q: How do I clean my Shade Wing?

A: Well-diluted dish detergent, a hose, and a scrub brush will remove most anything from your shade wing.

## Q: How do I order my Shade Wing?

A: Just follow these simple steps:

Choose:

- 1) Style (to fit your personality)
- 2) Size (to fit your location)
- 3) Color (to fit your color scheme)
- 4) Contact us with your MasterCard, Visa, American Express  
(sorry, we cannot accept Discover Cards)