

# Warranty Information

## 1 year warranty

Our refund policy does not cover product damage caused by negligence, improper use, and all kinds of nature damage. If you find defects after receiving our goods, we will repair, replace or refund you.

## patio furniture warranty

**Steel Frame:** 1 years against breakage or structural failure occurring during normal use

**Frame Coating:** 1 years against cracking, peeling, or blistering of powder-coating  
Breaking

**Cushion cover:** Fading or discoloration from the sun, cleaners, solvents, chemicals, and sunscreen products is not covered.

**PE Wicker:** 1 year against cracking, fading

## paint finish

Covers against excessive blistering, bubbling, or peeling of the powder-coat paint finish for a period of 1 years. Exclusions include (but not limited to) chips and scratches or fading resulting from normal wear and tear and exposure to the elements.

## powder coated aluminum frames

Covers against breakage, weld failure, and overall structural integrity. Exclusions include (but not limited to) damage to frames or weld, resulting from improper use or assembly. Steel is an oxidizing material that will rust if not treated. All of our products are treated prior to shipping. Our warranty will not cover rust spotting beyond a period of 12 months.

## woven components

Covers against unraveling or excessive fading. Exclusions include (but not limited to) fading, discoloration, or disintegration resulting from exposure to the elements, oils, spills, fluids, chemicals, or any other cause.

## electronic components

The warranty period for solar panels, LED bulbs, and electronic components are 1 year. It does not include products that cannot work normally due to accidental falls, failure to use as required, or changing the working mode of electronic components.

## patio umbrella warranty

**Aluminum Frame:** 1 year against breakage or structural failure occurring during normal use

**Steel Frame:** 1 year against breakage or structural failure occurring during normal use

**Umbrella Cover:** 1 Year against threads breaking or unraveling

**Umbrella Crank & Cord:** 1 Year against breakage

Damage due to strong winds, umbrella tipping over, abuse, misuse, or natural causes is not covered.

**Umbrella Canopy:** 1 Year fade-resistant. Fading or discoloration from the cleaners, solvents, and chemical products are not covered.

## sling furniture warranty

**Steel Frame:** 1 year against breakage or structural failure occurring during normal use

**Frame Coating:** 1 year against cracking, peeling, or blistering of powder-coating

**Slings:** 1 year against threads unraveling or breaking

Damage due to abuse, misuse, or natural causes such as hurricanes, tornadoes, fires, etc. is not covered.

**Sling Fabric:** 1-year warranty. Fading or discoloration from the cleaners, solvents, chemicals and sunscreen products are not covered.

## warranty exclusions

- This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:
  - Assembly or handling of the products, including labor and assembly costs, or defects caused by improper assembly.
  - The application of paint, varnish, or other coatings or chemicals not approved.
  - Expansion and contraction due to extreme changes in temperature or humidity.
  - Damage beyond material or and workmanship defects, including, but not limited to, neglect, improper care, unreasonable use, misuse, use for something other than intended purposes physical abuse, vandalism, accidents, acts of God (fire, flooding, hurricanes, tornadoes, lightning, etc.) or environmental conditions (mold, mildew, etc.)
  - Staining caused by rusted or corroded hardware or foreign substances (such as dirt, grease, oil, etc.) or normal weathering.

## warranty claim procedure

To obtain service under this warranty, please contact us via email with your contact information, item number and description, color, written description of the defect, photos, etc. Once the email is received and reviewed, if approved, the appropriate hardware, parts, or replacement product will be shipped.