

# Warranty Policy

## WHAT IS COVERED:

WE WARRANT TO YOU, THE ORIGINAL PURCHASER THAT WITH THE EXCEPTIONS STATED BELOW, THE OUTDOOR FURNITURE YOU HAVE SELECTED IS FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP. SLINGS, WICKER AND CUSHIONS ARE WARRANTED BASED ON QUALITY OF WORKMANSHIP, NOT FADING, DISCOLORATION, MILDEW RESISTANCE OR STRETCHING.

## 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

## 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.

## 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.

## **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 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.

## **WHAT IS NOT COVERED:**

THIS WARRANTY DOES NOT COVER AND IS VOID IF DAMAGE IS A RESULT OF FREIGHT/SHIPPING, A FAILURE CAUSED BY UNREASONABLE OR ABUSIVE USE, ACTS OF GOD, IMPROPER CARE, FREEZE DAMAGE, MILDEW, NORMAL WEAR, FADING OR STRETCHING OF FABRICS AND VINYL STRAPS, GLASS BREAKAGE, GLIDES OR IF THE CUSTOMER FAILS TO PROVIDE REASONABLE AND NECESSARY CARE AS OUTLINED IN THE PRODUCT INFORMATION BROCHURES.

## **DISCLAIMER:**

WE SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, TIME, INCONVENIENCE, PACKING,

TRAVEL, PERSONAL INJURY, OR OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION EXCLUSION MAY NOT APPLY TO YOU. NO PERSON, FIRM OR CORPORATION IS AUTHORIZED TO MAKE ANY OTHER WARRANTY OR ASSUME ANY OTHER OBLIGATION FOR THE MANUFACTURER IN CONNECTION WITH THE SALE OF THESE GOODS. WE RESERVES THE RIGHT TO MAKE DESIGN, COLOR, OR FABRIC CHANGES AND/OR DISCONTINUE ANY ITEM(S) WITHOUT NOTICE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

#### **Customer Service Center:**

Hotline: +1 (978) 300-3837 (w)

E-mail : [sedonaus@yeah.net](mailto:sedonaus@yeah.net)

Available: Mon.to Fri. 9AM-6PM. EST

If you have any questions, please contact us.