

Warranty Policy

WARRANTY

We've spent countless hours learning what makes the higher quality outdoor furniture. Therefore, we have one of the industry best warranties – any defects from craftsmanship will be replaced within 1 years of your purchase.

HOW TO SUBMIT A WARRANTY CLAIM

Email us with photos and an explanation of the issue, and we will work with you to resolve it.

WHAT OUR WARRANTY DOESN'T COVER

- *Failure caused by misuse or lack of appropriate care/maintenance.
- *Damage caused by external sources.
- *Slight compression of cushions.
- *Umbrella products are covered by their standard warranty.
- *If your dog likes the taste of our outdoor furniture.

Complete Outdoor Furniture Warranty information includes:

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.

Customer Service Center:

Hotline: +1 (800) 880-9840 (w)

Email: pinpointcamllc@outlook.com

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

If you have any questions, please contact us.