Consumer Warranty Information

USA AND CANADA

GCI offers a limited warranty to purchases made within USA and Canada. Warranty claims for purchases made outside USA and Canada must be directed to the retailer, dealer or distributor of purchase.

GCI products are warranted to the original purchaser with proof of purchase from a GCI authorized dealer against material and workmanship defects. Products purchased from garage sales, or second hand, are not considered original purchases.

Disclaimer: Outlet, Clearance and Closeout are final sale and not covered under warranty. To enhance fairness and accuracy, we use artificial intelligence ("AI") based image analysis tools to assist in reviewing warranty claim photos, with all final decisions made by our human team.

Products must be registered for the best service of our GCI Outdoor Warranty. You can submit a registration form by clicking here.

WARRANTY COVERAGE

The GCI Limited warranty applies to GCI Outdoor (GCI) branded products only. The GCI warranty applies to the original purchaser and is not transferable to any third party. GCI products are warranted against defects in material and workmanship for the following durations:

GCI Outdoor Tables, Chairs & Cook Stations:

- 3-Year Limited Warranty (Claims within 90 days of purchase should be made with the retailer)

LevrUp Canopy:

- Frame: 3-Year Limited Warranty
- Canopy Fabric: 1-Year Limited Warranty
- Roller Bag: 1-Year Limited Warranty

WARRANTY EXCLUSIONS

The warranty does *not* cover:

- Normal wear & tear of product
- Broken handles, straps, cup holders, or pockets
- Damage to the Sunshade Accessory or chair carry bag (see replacement parts)
- Natural breakdown of colors (fading) & materials, including rust
- Improper care including, but not limited to, abuse, rips, burns, alterations, disassembly and/or moisture damage
- Use for a purpose for which it is not intended.

GCI is not liable for any direct, indirect or consequential damage arising out of or resulting from the use of a GCI product.

CLAIM PROCESS

Processing warranty claims can take up to 4 weeks depending on the time of year.

Important: Keep the defective product in your possession until your claim has been resolved. GCI Outdoor cannot guarantee a replacement if your submitted item does not remain in your possession throughout the warranty process.

FILING A CLAIM

Please keep possession of your defective product until your claim has been completed. You must retain the defective item for up to 14 days after receiving a replacement. Failure to do so may void your claim.

CLAIM REQUIREMENTS

You must present the following for your claim to be considered: Failure to submit a complete and accurate form may result in delays.

Required: at least 1 of the below:

- Proof of purchase (attach photo of receipt)
- Verifiable PO (input number and attach photo of tag)

Required: in addition to the above:

- Photo of defect (attach photo)

When the claim has been approved you will be required to destroy the product, rendering it unusable. You must then provide photographic proof of destruction. After which a replacement product may be sent to address on claim.

Note: Warranty requests are considered for defects in product manufacturing and products will be replaced at GCI's discretion. Reasonable accommodation may be considered if the product is no longer available.

WARRANTY SHIPPING FEES:

Shipping is free for claims up to 1 year of purchase. For claims older than 1 year, a $20 shipping fee applies (contiguous USA). Contact support for shipping quotes to Alaska, Hawaii or Canada.

USE GUIDELINES:

Products are for personal, single-user, recreational use within posted weight limits. Consult a healthcare provider before use if you have health concerns.

WARRANTY PRODUCT REGISTRATION

For the fastest service, register your GCI Outdoor product here. Registration is recommended within one month of purchase.

Submit a Warranty Claim Here