

WARRANTY POLICY

We take pride in the exceptional quality and craftsmanship of our outdoor furniture. Our attention to detail in design, materials, and construction is unyielding and so is our commitment to customer satisfaction.

Our outdoor furniture warranties are valid from the date of purchase to the original purchaser only and are non-transferable.

Complete Outdoor Furniture Warranty information includes:

patio 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 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 year. 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.

EXCLUSIONS

The following items are specifically excluded from the Joy Canyon Inc Outdoor Furniture limited warranty. Joy Canyon Inc shall not be liable for any failure, defect or damage resulting from or connected with the following:

- * Abnormal use of products
- * Accidental damage
- * Failure to follow our instructions with respect to cleaning, maintenance and care (please read maintenance and care manual of each product carefully)
- * Any lack of compatibility between our products and any other product not manufactured by us that causes damage to or failure of our products

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.