

WARRANTY POLICY

Satisfaction Guarantee

We strive to meet our customers' needs at any cost. Our customer service representatives are here to clarify any questions, comments or concerns you may have with your transaction. If you receive our product and you believe your expectations were not met, we want to make it right.

30-Day Return Policy

Every sale is backed by our 30 Day Satisfaction Guarantee. If for any reason you are unsatisfied with your experience with our product, we will correct the problem within 30 days of your purchase date or give you a full refund of the purchase price. However, the goods must still be in their original condition and packaging and you may not have used them at all.

1 Year Warranty

Our refund policy does not cover products damaged due to neglect, improper usage or application, wind damage or other acts of nature. If your goods turn out to be defective after you received them from us, we will repair them, replace them or give you a refund.

In what instances will our warranty not apply?

Our warranty will only apply to defects in the process of manufacturing, but it will not apply in the following instances:

Accidental damage

Damage caused by misuse or abuse of the products

Goods used for a purpose other than the purpose of which they were manufactured

Failure to follow our instructions with respect to cleaning, maintenance and care (please read maintenance and care manual of each product carefully)

We warrant our products to be free from defects in manufacturing, materials, and workmanship within the warranty period. We do not warranty damage that occurs from inappropriate use or due to weather/wind. Warranty is valid from the date of purchase to the original purchaser (consumer) only. Proof of purchase (original sales receipt including purchase date) is required. Photos or inspection may be required. In all cases, we will (at its option) refinish or replace part of the defective product or the entire defective product. Replacements will be in the original color and style, if available; or in a similar color and style if the original has been discontinued.

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.

Stainless Steel 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.

Paint Finish

Covers against excessive blistering, bubbling, or peeling of the powder-coat paint finish for a period of 2 years. Exclusions include (but not limited to) chips and scratches or fading resulting from normal wear and tear and exposure to the elements.

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.

Patio Furniture Warranty

Steel Frame: 5 years against breakage or structural failure occurring during normal use

Frame Coating: 5 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

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.