

Warranty Policy

Our objective is to create memories through every season of your life with premium outdoor furniture. We are proud of our quality materials, craftsmanship, and eco-friendly focus aimed at providing you years of enjoyment, comfort, and value.

Fade Protection

Our furniture products are minimized against excess fading beyond normal weathering and are warranted not to fade for one (1) years; however, upon sun exposure all colors will fade, to some degree, over time. Casual Living, at its sole discretion, will determine if fade is beyond normal and replace the part(s). The foregoing shall not be considered defects in materials or workmanship and are not covered under this warranty.

Hardware

Hardware is warranted not to rust or corrode from the effects of weather for one (1) years. Proper maintenance of hardware will reduce weathering effects, particularly in coastal areas.

In the event of rust or corrosion replacement, hardware will be provided free of charge.

Powder coating does not include failure of the finish due to abrasion, including but not limited to abrasion caused by stacking, leaning the furniture against other furniture, or scraping against other surfaces.

Cushions

Cushions will be covered for one (1) year for residential use only by Casual Living Unlimited. Cushion compression and fading and stretching of the fabric are normal and excluded from the warranty.

Patio Furniture

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

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.

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.

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

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

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.