

# Warranty Policy

## Customer Satisfaction Priority Assurance

We are committed to working hard to meet the needs of customers. Our customer service representative hereby clarifies any questions, comments or concerns you may have in connection with your transaction. If you are not satisfied after receiving our products, we are open to listen to consumers' opinions and correct them in time.

## 1 Year Warranty

Our refund policy does not cover product damage caused by negligence, improper use, and all kinds of nature damage. If you find defects after receiving our goods, we will repair, replace or refund you.

## Exclusions

The following items are specifically excluded from the Outdoor Furniture limited warranty. 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

## 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

## 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.

### **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.

### **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.

If you find the product defective after receiving the goods, and you want to replace it or return it, the proof of purchase is required. Photos or inspection may be required. In all cases, We will (at its option) refinish, repair or replace a part of the defective product or

the entire defective product. The replacement product will be in the original color and style, if any, or a similar color and style if the original product has been discontinued.