

## Outdoor Furniture Warranty Policy

### Limited Warranty Coverage

We stand behind the quality of our outdoor furniture. This warranty covers manufacturing defects in materials and workmanship under normal residential use for \*\*90 days from the date of purchase\*\*.

### 1. Covered Situations

#### **\*\*A. Structural Defects\*\***

- Broken welds on metal frames
- Splitting/cracking of wooden components
- Manufacturing flaws in plastic/resin parts

#### **\*\*B. Functional Issues\*\***

- Failure of moving parts (reclining mechanisms, swivel bases)
- Torn stitching on cushions (when not caused by misuse)

#### **\*\*Resolution:\*\***

We will repair or replace defective parts at our discretion.

## 2. Non-Covered Situations

### **\*\*A. Normal Wear & Tear\*\***

- Fading from sun exposure
- Natural wood weathering/patina
- Minor scratches or dents

### **\*\*B. Improper Use/Maintenance\*\***

- Damage from failure to follow care instructions
- Failure to use protective covers in harsh weather
- Overloading weight limits

### **\*\*C. Acts of Nature\*\***

- Storm/hail damage
- Flood/fire damage

### **\*\*Resolution:\*\***

These issues may be eligible for paid repairs - contact us for options.

## 3. Warranty Claim Process

1. Contact our support team within 90 days of purchase:

**\*\*Email:\*\*** ray.a.coleman@outlook.com

2. Provide:

- Proof of purchase (receipt/order number)
- Clear photos/videos of the defect
- Description of when/how the issue occurred

3. Our team will respond within 3 business days with:

- Replacement parts shipment
- Return instructions for major repairs
- Alternative solutions if warranty doesn't apply

4. Additional Terms

- Warranty applies only to original purchaser
- Does not cover commercial use or rental situations
- Customer pays return shipping unless required by law