

## Outdoor Furniture FAQ

### 1. General Questions

Q: What is your warranty policy?

A: We offer a 90-day limited warranty against manufacturing defects. Normal wear and tear, weather damage, or improper use are not covered.

Q: How do I contact customer service?\*\*

A: For any questions or concerns, please email our support team:

**Email:** [ray.a.coleman@outlook.com](mailto:ray.a.coleman@outlook.com)

Q: Do your products require assembly?

A: Some items may need assembly. Check the product description before purchase. An \*\*installation manual\*\* will be included if assembly is required.

### 2. Material-Specific Care

Metal Furniture (Aluminum, Steel, Wrought Iron)

Q: How do I prevent rust on metal furniture?

A:

- Clean regularly with mild soap and water.
- Apply automotive wax or rust-resistant spray for added protection.
- Store indoors or use weatherproof covers during harsh weather.

Wood Furniture (Teak, Cedar, Eucalyptus)

Q: How do I maintain wooden outdoor furniture?

A:

- Clean with a soft brush and wood cleaner (avoid bleach).
- Apply teak oil or sealant 1-2 times per year to prevent cracking.
- Elevate furniture to avoid ground moisture absorption.

Plastic/Resin/Rattan Furniture

Q: How do I clean resin wicker furniture?

A:

- Use a damp cloth with mild soap—avoid abrasive cleaners.
- Rinse thoroughly and let dry in the shade.
- Store indoors in extreme cold to prevent cracking.

## Outdoor Cushions & Fabrics

Q: Are your cushions waterproof?

A: Our cushions use **\*\*weather-resistant fabric\*\***, but they are not fully waterproof. For best results:

- Store cushions indoors when not in use.
- Use waterproof covers during rain.

## 3. Shipping & Returns

Q: What if my product arrives damaged?

A: Contact us immediately at [ray.a.coleman@outlook.com](mailto:ray.a.coleman@outlook.com) with:

- Order number
- Photos of the damaged product/packaging

We' ll arrange a replacement or refund.

Q: Can I return or exchange my order?

A: Yes! Unused/unopened items can be returned within **\*\*30 days\*\*** (buyer pays return shipping unless the error is ours).

Q: How long does shipping take?

A: Delivery times vary by location. Check your order confirmation for estimated delivery dates.

#### 4. Troubleshooting & Repairs

Q: My furniture has loose screws—what should I do?

A: Tighten them with the included tools. If parts are missing, email us for replacements.

Q: Can I leave my furniture outside all year?

A: We recommend **\*\*storing or covering furniture\*\*** in extreme weather (snow, heavy rain, intense sun) to extend its lifespan.

**\*\*Need Help?\*\***

Email: [ray.a.coleman@outlook.com](mailto:ray.a.coleman@outlook.com)

We' re happy to assist!

**\*\*Note:\*\*** For detailed care instructions, refer to the product manual included with your purchase.