



## WARRANTY

At OUTSY, our mission is to provide you with durable and stunning outdoor pieces that will help you create the ideal outdoor space. We understand that things can go wrong, and if any of our products or parts are found to be defective in materials or workmanship, we will repair or replace them at no extra cost.

Please note that any replacement will be the model, version, color, or style of the product, part, or component that is available at the time of replacement, which may differ from the original. Any repair or replacement will not start a new warranty period or extend the original warranty period of the product. Only one warranty claim is allowed per product.

Our liability is limited to this warranty, and we may require proof of purchase or other reasonable cooperation, as well as inspect any product submitted for a claim. Please be aware that post-purchase modifications and commercial use invalidate the limited warranty.

Materials and craftsmanship are at the core of our products. Our Grade-A teak which is of the highest quality, and our outdoor wicker furniture is crafted from a durable, hand-woven material with a powder-coated aluminum frame. Our outdoor aluminum furniture is powder-coated for additional protection against the elements. Our stainless-steel hardware will last season after season, but if you experience issues with it, we will gladly send you replacements.

Our limited warranty period varies, with a lifetime warranty on marine-grade stainless-steel hardware, a 3-year warranty on furniture frames and pieces (excluding cushions), and a 1-year warranty on cushions for non-wear related rips and tears (excluding stains, fading, and creases).

Please be aware that our limited warranty does not cover damage due to transportation, moving, and improper storage, improper use, handling, assembly, or care of furniture and/or cushions and hardware, or the use of improper cleaning products, sun-tan oils, or other chemicals (including teak oil, teak stain, cleaners, and any other cleaning product). Our warranty also does not cover failure to follow OUTSY instructions and/or to perform any preventive maintenance, modifications or changes to any item, unauthorized repair, normal wear and tear, corrosion, rust or stains, scratches, or dents, exceeding product weight limits, and/or natural outside elements including but not limited to mold or mildew, accidental abuse, neglect, theft, vandalism, pets, rodents, fire, flood, wind, hail, lightning, freezing temperatures, extreme temperature damage to furniture pieces, frames, and cushions/slings.