



15 YEAR LIMITED RESIDENTIAL WARRANTY

PRODUCT COVERAGE

Gensun warrants to the original purchaser that the products are free from defects in material and workmanship with normal use and regular maintenance. Warranty is to the original owner and starts at date of purchase. The product frame and structural components warranty lasts for a period of (15) years from the date of original purchase. The product powder coat finish warranty lasts for a period of (5) years from the date of original purchase with normal use and proper maintenance. The fabrics, cushion-fill materials, glass fire pit tops, fire pit burner components, furniture/cabinet/product accessories and parts warranty lasts for a period of (1) year from the original purchase date. Woven material is warranted against manufacturer's defect for (3) years from original purchase date. Gensun will pay the freight/shipping costs to the authorized retailer of record for replaced product in North America for (1) year from the date of original purchase

COVERAGE DETAILS

If the product frame or structure fails or if the finish peels or blisters Gensun will, at its' option, repair or replace the frame or part in the original style and finish whenever possible. However, if the original style or finish is no longer available Gensun will substitute product of equal value in a similar style and/or finish. Refer to Gensun's Care & Maintenance for regular and proper product cleaning.

WHAT IS NOT COVERED

This limited warranty does not cover normal fading of the finish, fabric or woven materials. The warranty does not cover shipping damage, damage due to acts of nature, misuse, abuse, stains, hard-water deposits, product variations up to 0.2 inch, normal wear and tear, consequential and incidental damage, C.O.M. fabrics, normal cushion and sling sag due to use, commercial or institutional use, repaired or refinished products not authorized by Gensun and damage due to lack of regular care and maintenance.

CLAIM PROCEDURE

The warranty claim must be made by the original purchaser through the authorized retailer of record. The product or pictures must be provided, if requested, to Gensun or its' authorized representative. Proof of purchase and return goods authorization are necessary.

CARE & MAINTENANCE

Please refer to the [Care & Maintenance](#) information for proper guidelines regarding all Gensun products. Failure to follow these guidelines can void the warranty.

Gensun is not responsible for any other costs; consequential or incidental damages resulting from any defect in the product.

This warranty gives you specific legal rights and you may also have other legal rights granted by your state of residence.