

WARRANTY

All warranty claims apply to original purchaser only. Proof of purchase is required for all claims. This warranty is for residential applications only.

15 YEAR LIMITED - FRAME

Patio Renaissance wrought/cast aluminum products are covered by this warranty for structural failures such as broken tubes or welds within 15 years of the original date of purchase.

Claims after the first year of purchase from the manufacturer will require to pay any and all shipping charges for replacements

5 YEAR LIMITED - WEAVES - FIRE PIT BASE STRUCTURE

Patio Renaissance woven products are covered by this warranty for structural failures such as broken legs or welds within 5 years of the original date of purchase.

Patio Renaissance Fire Pit Base Frames comes with 5 year structural warranty when properly maintained. Patio Renaissance will replace or repair any fire pit frame that has failed structurally during normal use and with regular maintenance.

Claims after the first year of purchase from the manufacturer will require to pay any and all shipping charges for replacements

3 YEAR LIMITED - FINISH

Patio Renaissance finishes on products are covered by this warranty for finish peels, cracks, or blisters.

Patio Renaissance woven products are covered by this warranty for defects or failures of the woven material such as discoloration, fading or splitting of woven material within 3 years of the original date of purchase.

*From time to time there are minor variation in color and texture of finishes and weaves

Claims after the first year of purchase from the manufacturer will require to pay any and all shipping charges for replacements

2 YEAR LIMITED - STONE TOPS - FIRE PIT BASE FINISH - FIRE PIT COMPONENT PARTS

Patio Renaissance stone tops and GRC tops (discontinued) are covered by this warranty for defects or fails structurally during normal usage within 2 years of the original date of purchase.

Patio Renaissance offers 2 year warranty against fading or peeling of the frame finish under normal wear and use. To retain the warranty, regular care and maintenance is required.

Patio Renaissance offers 2 year warranty on all burner components under normal use and proper maintenance. Patio Renaissance, will at factory option, repair or replace any fire pit burner found to be defective during this warranty period.

Claims after the first year of purchase from the manufacturer will require to pay any and all shipping charges for replacements

1 LIMITED - CUSHIONS, SLINGS, and GLIDES

Patio Renaissance cushions and slings are covered by this warranty for defects and failures such as discoloration, fading or broken seams within 1 year of the original date of purchase.

*From time to time there are minor variation in color and texture of fabrics

Claims after the first year of purchase from the manufacturer will require to pay any and all shipping charges for replacements

What is NOT covered

This warranty does not cover failure of our products due to misuse, abuse, neglect, failure to provide reasonable care and maintenance of the products, acts of nature, owner modifications or stains caused by harsh chemicals or cleaners.

Burns and cuts in the material are also not covered by this warranty.

- Breakage, chipping, scratching, of Aluminum, Fiberglass, Glass, Acrylic, and Composite table tops. Composite table tops are hand finished and no two tops are alike Difference sin color saturation and shade are expected.
- Failures caused by fire, freight damage or acts of nature (such as, not limed to, freezing, high winds, or animal interference)

- Damaged caused by sunblock suntan oil, bleach or any other abrasive cleaners or chemicals. See **Care and Maintenance** for appropriate cleaning.

- Unreasonable or abusive usage, See **Care and Maintenance** on how to properly maintain furniture.

- Scratched or chipped paint due to abuse (touch up paint is available)

- Minor variations in color and texture of frame finishes

- Normal wear and tear

- Mildew or fading of fabric, frame finish or vinyl straps

- Repairs made by any party other than authorized factory personnel.

- Furniture glides and end caps. Glide replacement is a necessary procedure in maintaining the furniture.

Replacement glides are available for purchase

- Moving components (ex. fiberglass spring plates, and glider arms)

- Any shipping cost and labor regarding warranty claims after 1 year.

- Cushions:

-Opened zipper to clean - opening the zipper will result in voiding/decreasing the warranty.

HOW TO OBTAIN SERVICE FOR WARRANTY CLAIMS?

All warranty claims must be submitted through the retailer that originally sold the furniture. The original dated proof of purchase along with photos of the defect or failure must be presented along with all warranty claims.

Please submit all warranty claims to warranty@patiorenaissance.com.

RETURNS

Written authorization is required on returns of all goods. Please submit all request for authorization to warranty@patiorenaissance.com. We reserve the right to refuse any return and/or charge a handling fee of 25% of the value of the returned product with an additional charge for shipping when applicable. No cushion returns will be accepted unless there was an error in production.