



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. Proper care & maintenance must be performed.

- Kitchen cabinets, fire table bases, cast aluminum fire table tops, cast aluminum table tops and kitchen countertops have a (Lifetime) structural warranty.
- Furniture, extruded aluminum tables and fire table tops, table bases and other furniture accessories have a (15) year structural warranty.
- Luxe cushions & slings have a (1) year warranty on the construction and fill materials.
- Dry-Luxe cushions and pillows have a (2) year warranty on the construction and fill materials.
- 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.
- Fabrics have a (2) year warranty on material and manufacturing defects.
- Product component parts – burners, hinges, slides, door handles, umbrella frames, glides, hardware, wind screens, covers, wheels, etc. have a (2) year warranty on material and manufacturing defects.
- Woven and strap materials have a (3) year warranty on material and manufacturing defects.
- Appliances are warranted by the respective manufacturer.

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, discoloration due to standing water, product variations up to 0.2 inch, normal wear and tear, consequential and incidental damages, C.O.M. fabrics, normal cushion and sling sag due to use, commercial or institutional use, repaired, altered or refinished products, over tightening hardware 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.

Send correspondence to:

Gensun Customer Service Department
9449 8th Street, Rancho Cucamonga, CA 91730
866-964-4468
customerservice@gensuncasual.com