

## **WARRANTY, SHIPPING, RETURNS & PRODUCT CARE**

### **Warranty:**

#### **Steel & Aluminum Patio Set Warranty**

All outdoor steel and aluminum patio furniture has a 1 year warranty on the frame and 1 year warranty on the fabric and finish to be free of separation of the seams and defects in materials and workmanship. Warranty is valid from the date of purchase to the original purchaser only. Proof of purchase (original sales receipt including purchase date) is required. If a product is discontinued or not available, Think Patio reserves the right to substitute similar products of equal or greater value.

#### **One Year Warranty includes:**

- Resin wicker furniture against cracking, splitting, and unraveling under normal usage conditions.
- Fabric for separation of seams of woven fabrics for the season of purchase.

#### **Warranty Exclusions:**

- Non-residential use
- Glass breakage
- Scratches and chips
- Fading or discolouration of fabrics, upholstery or woven materials
- Use of improper cleaning products, use of sun-tan oils or other chemicals
- Minor variations in color and texture of finishes
- Damage caused by acts of nature such as wind, rain, hail, mildew and freezing, etc.
- Damage due to poolside use; salt and chlorine
- Damages due to improper assembly
- Return freight after first year

- Rust is an inherent quality of steel and cannot be eliminated and is not covered

**Policy:**

Any missing parts must be reported within 7 days of purchase to avoid cost of replacing the product. Our hours of operation are: Monday thru Friday 8:30am-4:30pm EST

To Obtain Service Email: [info@thinkpatio.com](mailto:info@thinkpatio.com)

Or Call Us At: 519-219-3333 or toll free at 1-855-876-7667

**Please Note:**

To submit a warranty claim, photos of the damaged furniture must be submitted via email. Customers must also provide an original purchase receipt for the order.

**What to email us to expedite your claim:**

- Picture of the part that is damaged or missing
- Name of your set (model number not needed)
- Where your set was purchased
- Full mailing address and primary contact number

**Shipping:**

Estimated delivery dates are specified at checkout and subject to change. You will be contacted by our delivery team prior to your scheduled delivery date by phone or email. We will not schedule specific times or dates, as we schedule shipments based on geography.

**Included services:**

- Driveway drop off
- Weekday delivery only

**Not Included in delivery:**

- In-home, backyard, apartment or condo, set up or assembly of items and removal of packaging materials.

Signature is not required on delivery.

## **Return Policy:**

### **30-Day Return Policy**

We want you to be completely satisfied with your purchase. If for any reason you are not fully happy with your product, we offer a 30-day return policy. Please read the details below to understand how returns work:

### **Eligibility for Returns:**

- You may return most new, unopened products within 30 days of the delivery date.
- To be eligible for a return, the item must be in its original, unused condition with all tags, packaging, and accessories intact.

### **How to Initiate a Return:**

1. Contact Us: Reach out to our customer service team at [info@thinkpatio.com](mailto:info@thinkpatio.com) or via phone at 519-219-3333 within 30 days of receiving your order.
2. Provide Information: Include your order number, a description of the item, and the reason for your return request.
3. Return Authorization: Once we review your request, we will provide you with a return authorization and return shipping instructions.

### **Return Shipping:**

- Return Shipping Costs: Customers are responsible for the return shipping costs unless the product is defective or there was an error on our part.
- We recommend using a trackable shipping service or purchasing shipping insurance for items over \$75 to ensure your return reaches us.

### **Refunds:**

- Once we receive and inspect your returned item, we will process your refund. The original payment method will be credited, minus any applicable restocking fees or shipping charges.
- Please note that refunds may take up to 7-10 business days to process after we receive your returned product.
- We understand that customers may feel concerned if an item they purchased goes on sale shortly after their purchase. However, unless the item has not yet shipped, we are not obligated to provide a refund for the difference in price. Once an item has been shipped, the transaction is considered complete, and price adjustments are not applicable.

### **Exchanges:**

- If you prefer an exchange instead of a refund, please let us know during the return process. We will happily replace your product, subject to availability.

### **Product Care:**

- Wipe cushions with a damp cloth using a mild soap and water. Let them air dry.
- If more extensive cleaning is required of your cushions then remove the covers, hand wash with very mild soap and lukewarm water, rinse and leave flat to dry.
- Stow away your set prior to the winter season to prolong the life of your set.
- Steel and aluminum patio set frames can remain outside all winter long as long as they are covered by a tarp. Direct contact with snow and ice will damage the wicker and framing. Cushions must always be stored inside during the winter.
- Tarp your set and weigh edges down with stone or brick if kept outside.
- Advisable to store steel patio sets in garage or shelter for the winter to delay and prevent rusting.
- Furniture can be wiped down with mild soap and water and rinsed with a garden hose

- Fabrics will fade from direct sunlight. Cushions should be removed at night and stored inside to prolong their life. Ensure cushions are fully dry prior to storing to prevent mildew.
- If your cushions get wet from rain remove them from the set, open zippers and lay upright to allow foam to drain and dry.
- ALWAYS remove your umbrella from your table to prevent breakage of the table glass

**Warning:**

It is very important to read and follow these safety precautions before assembly and during the use of this product.

- When assembling and using this product basic safety precautions must always be followed to reduce risk of personal injury and damage to products or surroundings.
- Always install on level ground.
- Some parts may have sharp edges; wear protective gloves when assembling if necessary.
- Two people are recommended for safe assembly.
- We strongly recommend removal of the umbrella in wind, thunderstorm, rain and severe weather conditions. Failure to remove the umbrella may result in glass breakage and structural damage or collapse of the set.
- Avoid placing hot or cold items on the glass as it may cause the glass to break.
- Do not stow away fabric cushions when wet, always allow to dry thoroughly before stowing. Mold or mildew is not a manufacturing fault; it is caused by climatic conditions or improper storage and is outside of warranty.
- Do not pressure wash your patio set or wicker furniture as this may damage your furniture.
- DO NOT machine wash or dry your cushion covers as this may damage the fabric. Instead, gently hand wash and dab dirty areas or stains with warm, soapy water and a cloth.

- Keep all flame and heat sources away from the patio set.