



Thanks to the value we build our products with; our quality team can guarantee our work up to 5 years in normal outdoor weather conditions and regular maintenance from our customer. That's why, in every product shipped from us, we attach important maintenance care information, this way, we make sure your furniture simple looks spectacular, just like the first day you receive it. Please read our maintenance care section on this webpage.

- Our furniture is guaranteed up to for 5 years against normal weather damage with proper maintenance care, should a timber rot and break before the expiration date of the warranty occurs; simply contact one of our representatives for a replacement part. (Subject to evaluation)
- We keep a stock of replacement parts for out-of-warranty situations; these are available at customer's expense.
- Should a shipment arrive incorrect, we will correct it at no expense from the customer after receiving proof of the error by our company, but in case of error by our customers (wrong address or product, etc.) every correction will be at customer's expense *freight company charges applies*.
- In case of shipping damage (not assembly), we will ship replacements accordingly, after receiving returned damaged item and proof of shipping damage claim by the carrier. If the purchase order was through a retail company, the retail company must place a new purchase order, to replace our mutual customer's order.
- Non Custom made items cancellation policy: we can process a cancellation up to 24 hours after the order is placed, a 15% cancellation fee will be applied. Once this period expires, we do not take cancellations.
- Custom made items cancellation policy: we can process a cancellation up to 24 hours after the order is placed, a 30% cancellation fee will be applied. Once this period expires, we do not take cancellations.
- We do not offer refunds for customer's remorse.
- If you have further questions regarding our guarantee or cancellation policy, please call us directly at 1-800-393-4128 or email us and we will assist you within 24 hours.