

IT'S ROUGH OUT THERE

We know that conditions can sometimes be rough outdoors - wind, rain, sunshine, sea salt as well as heavy usage. Buying products that come with a solid warranty is essential to protect your investment and for peace of mind. Makes sense.

Under reasonable conditions of usage and maintenance, all OHMM® woven products are covered by OHMM® Warranty against defective materials or workmanship.

WHAT IS COVERED

5 YEAR RESIDENTIAL WARRANTY

We give a 5 year warranty on OHMM® woven products used in residential applications.

We give a 3 year warranty on OHMM® woven products used in project (commercial) applications.

3 YEAR PROJECT WARRANTY

SUNBRELLA® FABRICS

Sunbrella® upholstery fabrics have a 5 year limited warranty that protects against the fabric from being unserviceable due to colour or strength loss from normal usage and exposure conditions, including sunlight, mildew and atmospheric chemicals.

Shademaker & Tuuci parasols have a 5 year manufacturers' warranty and a 1 year warranty on bases. Sunbrella® marine grade fabrics used for canopies for both brands have a 10 year limited warranty. Both brands have serviceable parts. Please contact us for more details.

PARASOLS

WHAT IS NOT COVERED

The OHMM® Warranty does not cover damage caused by abuse, misuse, negligence or normal wear and tear. However, we do offer repair services in the markets where we can. Gliders are subject to wear and tear. There is no warranty on cushion pads and glass or zippers.

Warranty coverage applies to the original purchaser and proof of purchase is required for all warranty claims. Warranty begins from the time of delivery and excludes all shipping, clearing and delivery fees. Please send clear digital photos and a written description of the defect as well as any related circumstances thought to have caused the defect. Upon investigation and verification we will either repair or replace accordingly at our discretion.

CLAIMING