



WARRANTY

It's rough out there – humidity, wind, rain, sunshine, sea salt as well as heavy usage. Buying quality outdoor furniture products that come with a solid warranty is essential to protect your investment and for peace of mind.

WHAT IS COVERED?

Under normal and reasonable conditions of usage and proper maintenance in accordance with OHMM Care and Maintenance instructions, OHMM products are covered by a warranty against defective materials and workmanship.

WOVEN PRODUCTS

OHMM woven and exposed aluminium products are covered by a 5 year warranty for both residential and commercial applications.

CUSHIONS & FABRICS

Cushion pads, linings and fabrics are covered by a 5 year warranty.

HPCL | CERAMIC | GLASS TOPS

HPCL, ceramic and tempered glass tops are covered by a 2 year warranty.

LED ELEMENTS

LED light elements and remote controls are covered by a 1 year warranty.

PARASOLS

TUUCI parasols have a 5 or 15 year warranty depending on the model. Shademaker parasols have a 5 year warranty. Sunbrella marine grade canopy fabrics carry a 5 year limited warranty. 1 year warranty on parasol bases.

WHAT IS NOT COVERED

The OHMM Warranty does not cover damage caused by abuse, misuse, negligence, extreme weather conditions or normal wear and tear. However, we do offer repair services in the markets where we can.

CLAIMING

Warranty coverage applies to the original purchaser and proof of purchase is required. Warranty begins from the invoice date and excludes all shipping, clearing and delivery fees. To make a claim we need in a single email a) Invoice b) Clear digital images – overview and close-up c) A clear photo of the quality badge underneath the item d) Written description including any related circumstances which may have caused the issue.

Upon investigation we will respond accordingly.