

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, extendable upon request to 5 years.

3 YEAR PROJECT WARRANTY

FABRICS & CUSHION PADS

Our acrylic 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. OHMM cushion pads have a 3 year limited warranty.

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

PARASOLS

LED LIGHTS

LED lights have a 1 year manufacturer's warranty.

The OHMM Warranty does not cover damage caused by abuse, misuse, negligence, abnormal atmospheric conditions 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 glass or zippers.

WHAT IS NOT COVERED

CLAIMING

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 of the quality badge number attached underneath the furniture and of the issue - both a general overview and also close-ups of specific areas of damage and/or failure, and a written description as well as any related circumstances which may have caused the issue. Upon investigation and verification we will either repair or replace accordingly at our discretion or give you a quotation for repair.