



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, OHMM products are covered by 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

HPCL, Ceramic and Tempered Glass tops are covered by a 2 year warranty.

LEDS

LED's 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. There is a 1 year warranty on parasol bases for both brands.

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 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 each item of furniture and of the issue - both a general overview and also close-ups of specific areas of damage and/or failure, as well as a written description including 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.