

Warranty

15/3 Year Limited - Frame/Finish

Patio Renaissance wrought/cast aluminum products are covered by this warranty for structural failures such as broken tubes or welds within 15 years of the original date of purchase, and 3 years if the finish peels, cracks or blisters. From time to time there may be minor variations in color and texture of finishes. On claims after the first year of the purchase either the retailer or consumer will be required to pay any and all shipping charges on the replacement.

What is not covered by this Warranty?

This warranty does not cover failures of our product due to misuse, abuse, neglect, failure to provide reasonable care and maintenance of the product, acts of nature, owners modifications or stains caused by harsh chemicals or cleaners. Furthermore freight damage, broken glass, and bursting or splitting of tubular aluminum due to freezing temperatures are not covered by this warranty. This warranty specifically does not cover such minor variations in color and texture of finishes.

5 Year Limited

Patio Renaissance woven products are covered by this warranty for structural failures such as broken legs or welds within 5 years of the original date of purchase. On claims after the first year of the purchase either the retailer or consumer will be required to pay any and all shipping charges on the replacement.

What is not covered by this Warranty?

This warranty does not cover failures of our product due to misuse, abuse, neglect, failure to provide reasonable care and maintenance of the product, acts of nature, owners modifications or stains caused by harsh chemicals or cleaner. Furthermore freight damage, broken glass, and bursting or splitting of tubular aluminum due to freezing temperatures are not covered by this warranty.

3 Year Limited

Patio Renaissance woven products are covered by this warranty for defects or failures of the woven material such as discoloration, fading or splitting of the woven material within 3 years of the original date of purchase. On claims after the first year of the purchase either the retailer or consumer will be required to pay any and all shipping charges on the replacement.

What is not covered by this Warranty?

This warranty does not cover failures of our product due to misuse, abuse, neglect, failure to provide reasonable care and maintenance of the product, acts of nature, owners modifications or stains caused by harsh chemicals or cleaners. Furthermore freight damage, broken glass, and bursting or splitting of tubular aluminum due to freezing temperatures are not covered by this warranty.

2 Year Limited

Patio Renaissance stone and GRC tops are covered by this warranty for defects or fails structurally during normal usage within 2 years of the original date of purchase. On claims after the first year of the purchase either the retailer or consumer will be required to pay any and all shipping charges on the replacement.

What is not covered by this Warranty?

This warranty does not cover failures of our product due to misuse, abuse, neglect, failure to provide reasonable care and maintenance of the product, acts of nature, owners modifications or stains caused by harsh chemicals or cleaners.

1 Year Limited

Patio Renaissance cushions and slings are covered by this warranty for defects and failures such as discoloration, fading or broken seams within 1 year of the original date of purchase. This warranty also applies to replaceable parts such as glides.

What is not covered by this Warranty?

This warranty does not cover failures of our product due to misuse, abuse, neglect, failure to provide reasonable care and maintenance of the product, acts of nature, owners modifications or stains caused by harsh chemicals or cleaners. Burns and cuts in the material are also not covered by this warranty.

How to Obtain Service for Warranty Claims

All warranty claims must be submitted through the retailer that originally sold the furniture. The original dated proof of purchase along with photos of the defect or failure must be presented along with all warranty claims. Please submit all warranty claims to warranty@patiorenaissance.com.

Returns

Written authorization is required on returns of all good. Please submit all requests for authorization to warranty@patiorenaissance.com. We reserve the right to refuse any return or charge a handling fee of 25% of the value of the returned product with an additional charge for shipping when applicable. No cushion returns will be accepted unless there was an error in production.

Fire Pit Warranty

Base: Your base frame comes with a five (5) year structural warranty when properly maintained. Patio Renaissance will replace or repair any fire pit frame that has failed structurally during normal use and with regular maintenance.

Base Finish: Patio Renaissance offers a two (2) year warranty against fading or peeling of the frame finish under normal wear and use. To retain the warranty, regular care and maintenance is required.

Cast Tops / Faux Wood / Faux Stone: Patio Renaissance offers a two (2) year warranty on its aluminum fire pit top finishes. To retain its warranty, touch up any scratches or chips. Patio Renaissance will, at factory option, replace or repair any fire pit top found to be defective during the warranty period. Regular maintenance is required as set forth in the care instructions.

Natural Stone Tops: Patio Renaissance offers a two (2) year warranty on all natural stone tops. This limited warranty covers workmanship and structural integrity of the top. No two tops will be exactly the same. To retain the warranty, store and cover your natural stone top when not in use. Regular care and maintenance is essential to keep your top in good service. You must regularly seal / clean the stone top to maintain the finish. Dulling of the finish is not covered by this warranty. Patio Renaissance will, at factory option, repair or replace any table top found to be defective during this warranty period.

Component Parts / Fire Pit Burners: Patio Renaissance offers a two (2) year warranty on all burner components under normal use and proper maintenance. Patio Renaissance, will at factory option, repair or replace any fire pit burner found to be defective during this warranty period.

All warranty claims apply to original purchaser only, Proof of purchase is required for all claims.
Warranty in this catalog is strictly for residential applications.
Warranty for commercial applications can be found in our contract catalog.

If inquiries are not answered by the customer within 6 month, claim will be denied and customer must resubmit