

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.

WHAT IS COVERED

Under reasonable conditions of usage and maintenance, all OHMM[®] woven products (frame & fibre) are covered by OHMM[®] Warranty against defective materials or workmanship.

5 YEAR RESIDENTIAL WARRANTY

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

3 YEAR PROJECT WARRANTY

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

2 YEAR WARRANTY ON BATYLINE SLINGS

Batyline slings are covered by a 2 year manufacturer's warranty (slings can usually be replaced).

PARASOLS

Shademaker parasols have a 5 year manufacturer's warranty and a 1 year warranty on bases. Tuuci parasols have a 3 year manufacturer's warranty and a 1 year warranty on bases. Sunbrella[®] Awning Marine grade material has a 5 year limited warranty. Please contact us for more details on each brand's warranty.

SUNBRELLA[®] UPHOLSTERY FABRICS

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

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 and are not considered part of the frame. There is no warranty on cushion pads and glass or zippers.

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 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.