



Our 15-Year Journey to Perfection: Introducing the 5-Year Worry-Free Warranty

Celebrating over 15 years of masterful craftsmanship in outdoor furniture production, Arizona Patio Furniture is proud to introduce our 5-Year Worry-Free Warranty. This warranty reflects our commitment to quality and customer trust, assuring you that every piece you choose is the result of years of refinement and dedication to excellence.

General Warranty Information

(Residential; effective as of 11/01/2024)

Frame Warranty

- **Duration:** Lifetime
- **Details:** We ensure our frames are free from defects in materials and workmanship, covering structural integrity, welding, and assembly.

Powder-Coated Finish Warranty

- **Duration:** 5 Years
- **Coverage:**
 - **Adhesion Guarantee:** Ensures powder coating adheres properly, following guidelines.
 - **Corrosion Protection:** Zinc primer guards against rust and corrosion.
 - **Finish Integrity:** Protection against blistering, peeling, or flaking.
 - **Color Stability:** Color consistency, allowing for normal UV exposure fading.
- **Exclusions:** Damage from water, harsh chemicals, acidic substances, and wear such as from abrasion or chipping that can lead to further metal/frame deterioration over time.

Moving Parts Warranty

- **Duration:** 5 Years
- **Scope:** Covers failures or breakages of moving parts like swivel mechanisms under normal use.



Cushion Warranty

- **Duration:** 5 Years
- **Components:** Includes Sunbrella fabric, foam inserts (with particular attention to foam resiliency and softening), and thread (thread enjoys a lifetime warranty).

Fabric Warranty (Sunbrella)

- **Duration:** 5 Years
- **Protection:** Against color loss, strength reduction, abrasion, and pilling, with specific conditions for claim resolutions within the first three years and thereafter up to five years.

Stone Table Tops Warranty (Slab & Tile)

- **Duration:** 5 Years
- **Guarantee:** Against grout wear, tile loosening or separation, highlighting the importance of annual maintenance with stone and grout sealer.

General Terms and Conditions

- **Proof of Purchase:** Mandatory for warranty validity.
- **Exclusions:** Covers damages not resulting from manufacturing defects, including those from neglect, abuse, extreme conditions, and regular wear and tear.
- **Repair/Replacement Policy:** Subject to our assessment and discretion, aiming to repair or replace defective components efficiently.

Additional Warranty Details

- **Transportation:** Includes Pick-Up and Drop-Off of approved warranted/serviceable items for 5 Years. Maricopa County Only. For extended areas, we offer pick-up and delivery options at a nominal fee.
- **For Detailed Warranty Information**, please see the following "Detailed Warranty Information" pages.

Warranty Claim Process

- **Procedure:** To file a claim, visit the "Warranties & Service" page at ArizonaPatioFurniture.com, complete the Warranty/Service Claim Form, or email us directly at Service@ArizonaPatioFurniture.com. Be sure to include detailed information to expedite your request, along with photos of the issue and the entire product. Please also provide your name, phone number, and the approximate purchase date.

We Build It. We Sell It. We GUARANTEE It.®

Detailed Warranty Information

(Residential; effective as of 11/01/2024)



ARIZONA
PATIO
FURNITURE

Lifetime Frame Warranty

- **Duration: Lifetime**

This warranty covers the frame for the original purchaser's lifetime as long as they own the furniture.

- **Coverage** – This warranty includes the following aspects:

- **Materials and Workmanship:**

Ensures that the frame's materials, including metal tubing, are free from defects affecting structural integrity. It also covers the quality of welding and assembly, guaranteeing precise construction without defects and maintaining the frame's durability.

- **Structural Integrity:**

Guarantees the frame against excessive bending, warping, or breakage under normal use.

- **Assembly:**

This warranty covers our standard in-house furniture designs (as well as approved modifications within said designs, including modified seat heights, depths, arms heights, etc.).

- **Exclusions:**

- Abnormal use, abuse, and acts of nature are not covered.
 - Damage from standing water, hard water, harsh chemicals, acidic substances, and other similar issues unrelated to manufacturing defects are not covered.
 - Surface changes from sunlight, rain, or environmental exposure, is not covered.
 - Welded moving parts, such as hinges on chaise lounges, are covered for a period of 5 years.
 - Damage caused by improper maintenance, unauthorized repairs, or modifications will void the warranty. Additionally, failing to report an issue promptly, which allows the metal frame or components to significantly deteriorate due to weather exposure beyond typical warrantable repair, will also void the warranty.

- **Important Note Regarding Powder-Coat Finish:**

If a frame repair requires re-powder coating, it is covered only if the warranty claim is made within the powder-coat warranty period, five years from the original delivery date. Otherwise, additional costs may apply.

Summary:

This Lifetime Frame Warranty covers defects in materials, workmanship, and structural integrity to ensure your patio furniture frame remains strong and durable. It guarantees that the frame is built to last, free from defects, and expertly constructed. If an issue arises, the warranty provides necessary repairs or replacements to maintain the frame's strength and longevity. Arizona Patio Furniture is committed to ensuring your furniture meets the highest quality standards.



Powder Coat Warranty

- **Duration: 5 Years**
- **Coverage** – This warranty includes the following aspects:
 - **Adhesion Guarantee:**

This warranty ensures that the powder coating adheres properly to the metal surfaces of your furniture. Proper adhesion is essential for the finish's durability and longevity, preventing peeling, blistering, or detachment. It covers issues related to the bond between the coating and the metal when applied according to industry standards.
 - **Corrosion Protection:**

The zinc primer applied under the powder coating provides a protective layer, shielding the metal from rust and corrosion. In the event of minor scratches or imperfections, the zinc primer sacrifices itself to prevent rust from spreading, preserving the metal's integrity.
 - **Finish Integrity:**

This aspect covers defects such as blistering, peeling, and flaking under normal conditions. It ensures that the finish remains durable and intact, safeguarding the appearance and longevity of your furniture's coating.
 - **Color Stability:**

The warranty guarantees that the color will remain relatively consistent for five years, accounting for natural fading due to UV exposure. The fading will be somewhat even and within acceptable limits, ensuring your furniture retains its visual appeal over time.
- **Exclusions:**
 - Abnormal use, abuse, and acts of nature (including floods, hurricanes, and other extreme conditions) are not covered.
 - Damage from standing water, hard water, misting systems, harsh chemicals, acidic substances, and other issues unrelated to manufacturing defects are not covered.
 - Arizona Patio Furniture reserves the right to clean and/or spot touch-up any frames experiencing minor issues affecting less than 1% of the total frame area.
 - Normal weathering, including fading, loss of gloss, or surface changes from sunlight, rain, or environmental exposure, is not covered.
 - Damage caused by improper maintenance, unauthorized repairs, or modifications will void the warranty.

Summary:

This Powder Coat Warranty covers five years of adhesion, corrosion protection, finish integrity, and color stability. Proper care and maintenance are key to ensuring your furniture looks great and remains durable.



Moving Parts Warranty

- **Duration: 5 Years**

- **Coverage:**

This warranty covers the functionality of moving parts, such as swivel mechanisms and swivel/rocking mechanisms that are essential to the comfort and usability of your furniture.

- **Maintenance:**

Regular maintenance is important for ensuring the longevity of moving parts. For detailed instructions on recommended maintenance, please refer to our "Care & Cleaning" guide provided at the time of purchase. If a copy is not available, you can access and download it from our website at ArizonaPatioFurniture.com under the "Care & Cleaning" section.

- **Exclusions:**

- Misuse, abuse, extreme conditions, neglect, or accidents are not covered.
- Damage caused by a lack of regular maintenance, improper care, unauthorized repairs, improper use (such as rocking on swivel-only mechanisms), or modifications will void the warranty.
- Moving parts such as hinges are covered for their functionality. Some paint wear may naturally occur where two parts make contact over time. Regular maintenance, including occasional touch-ups, can help maintain these areas' appearance and effectiveness.
- Furniture levelers and glides are warranted against manufacturing defects affecting their performance or durability; however, they are not warranted against reduced function (such as their ability to be screwed in or out) due to insufficient regular maintenance.

Summary:

This Moving Parts Warranty guarantees the proper functioning of moving parts, such as swivel mechanisms, for five years under normal usage and with regular maintenance. It covers any failures or breakages during regular use, ensuring your furniture continues to provide comfort and ease of use.



Stone Table Tops Warranty

- **Duration: 5 Years**

- **Coverage:**

This warranty guarantees protection against specific issues that can affect stone table tops, including:

- **Grout Wear:**

It covers grout wear, ensuring that the grout used in the table tops remains intact and does not deteriorate prematurely.

- **Tile Loosening or Separation:**

The warranty covers any instances of tiles loosening or separating from the table due to unnatural settling or other factors.

- **Natural Stone Slab (3cm & 2cm Material) Tops:**

Coverage for defects in the stone material and other than-typical imperfections that were present at the time of manufacturing.

- **Exclusions:**

- **Maintenance and Use:** The warranty does not cover damage resulting from neglect of recommended annual maintenance, misuse, abuse, extreme conditions, or accidents. Regular maintenance with stone cleaner and sealer is essential to keeping stone table tops in optimal condition.

- **Natural Wear and Weather Effects:** Minor hairline grout cracking on tiled tops due to typical weather conditions and potential damage or cracking in slab tops caused by extreme weather or sudden temperature changes are not covered. Although laminate edges such as a 6cm edge are made using quality adhesives and the best practices, weather and other circumstances can cause separation over time. Arizona Patio Furniture warrants adhesion for one year; after that, repairs and replacement are issued at our discretion. Some costs may apply.

- **Repairs and Protection:** Arizona Patio Furniture will complete repairs and issue replacements at its discretion. For the best exterior protection against the natural elements, we recommend investing in a quality outdoor cover such as our HydroFend "Custom-Fit" Covers.

For details on best practices for stone table care, please refer to the Care & Cleaning guide on the ArizonaPatioFurniture.com website under the "Care & Cleaning" section.

Summary:

The "Stone Table Tops Warranty" guarantees the quality and durability of your stone table tops for five years. It covers grout wear and tile loosening or separation and underscores the importance of annual maintenance with stone and grout sealer. Proper care and maintenance are essential to maximize the benefits of this warranty coverage.



Cushion Warranty

- **Duration: 5 Years**
- **Coverage:**
 - **Fabric:**

The five-year warranty covers the fabric, ensuring it remains defect-free. Please refer to the detailed Sunbrella fabric warranty section for comprehensive information about fabric warranties.
 - **Foam Inserts:**

We guarantee that the foam inside the cushions will retain its resiliency and comfort for five years, avoiding excessive compression or loss of softness and functionality.
 - **Thread:**

Our "Tenara" thread is backed by a lifetime warranty, aligning with the fabric's lifespan, ensuring its durability and defect-free performance.
 - **Zippers:**

All zipper components, including the bottom and top stops, teeth/chain, slider, and zipper pull, are warranted for five years. However, after the first year, any costs related to shipping, drop-off, or pickup for zipper repairs will be the customer's responsibility. While zipper repairs will be provided at no cost for defects and normal use within the warranty period, the logistics for these repairs will be covered by the customer after the first year.
- **Exclusions:**

The warranty does not cover damage caused by misuse, abuse, extreme conditions, neglect, acts of nature, or accidents.

Summary:

Our "Cushion Warranty" ensures the quality and performance of your patio cushions for five years, covering the fabric, foam inserts, thread, and zippers. For details on fabric warranties, please refer to the specific section provided. Proper maintenance will help you fully benefit from this warranty.



Fabric Warranty

- **Duration: 5 Years**

- **Coverage:**

This warranty offers robust protection for Sunbrella fabric, ensuring long-term performance under normal usage conditions. It includes coverage for:

- **Color Loss:**

Protects against fading or loss of color, ensuring the fabric retains its original hue throughout the first five years.

- **Strength Reduction:**

Guarantees that the fabric's strength will remain intact, maintaining its durability and resistance to wear.

- **Abrasion:**

Covers damages caused by abrasion, such as friction or wear, ensuring the fabric remains resistant to such issues.

- **Pilling:**

Covers significant pilling, which refers to the formation of noticeable balls of fabric on the surface, ensuring that the fabric maintains a smooth and clean appearance.

- **Claim Resolution Conditions/Labor Costs:**

- **First Three Years:** Labor costs associated with re-upholstering due to fabric issues will be covered by Sunbrella under their standard warranty terms.

- **Remaining Period:** For the remainder of the five-year warranty, labor costs for re-upholstering will be the buyer's responsibility. *For information about Arizona Patio Furniture's 5-Year Labor Warranty, please see the "Further Details and Benefits" page.

- **Exclusions:**

The warranty does not cover damages from misuse, abuse, extreme conditions, neglect, or accidents. Proper care and maintenance guidelines are essential to uphold the warranty's coverage.

For information on best practices for fabric care and cleaning, please view and download the Care & Cleaning instructions from the ArizonaPatioFurniture.com website under the Care & Cleaning section.

Summary:

The "Fabric Warranty" (Sunbrella) provides comprehensive protection for your patio furniture fabric for five years, covering color loss, strength reduction, abrasion, and pilling. Specific claim resolution conditions apply, with Sunbrella covering labor costs for the first three years. Proper maintenance is crucial to fully benefiting from this warranty.



Comprehensive Coverage for Your Peace of Mind

(Included Labor Costs, Rollover Warranty, & Pick-Up/Delivery)

- **Labor Coverage: 5 Years**

While most companies impose labor costs for warranty and service claims after just one or two years, our '5-Year Worry-Free Warranty' offers you confidence and reassurance by covering labor costs for nearly all components of our outdoor furniture and cushions.

- **Sunbrella Fabrics:**

Enjoy a 5-Year Labor Warranty on a wide selection of Sunbrella fabrics. This list of fabrics has been chosen by us specifically for their durability in desert climates. This warranty extends beyond Sunbrella's standard 3-Year Labor Warranty, covering all labor costs for repairs or replacements of cushions with these specific fabrics. We offer a vast range of fabrics in this category.

Do you prefer one of the fabrics that are not on our approved 5-Year Labor Warranty options?

No problem—you are still covered for the standard 3-Year Labor Warranty through Sunbrella, and your fabric itself will still be covered for the original 5-Year Warranty.

- **Metal Furniture Frames, Swivel and Swivel-Rocker Mechanisms, Cushion Foam, Thread, Seams, Zippers, Pillows, Stone, and Metal Tables:** For five years, you are covered at no expense for all labor costs for approved warranty replacements or repairs of the items mentioned above.

**Some minor restrictions apply, as noted in the preceding 'Detailed Warranty Descriptions' and Exclusions.*

- **Rollover Warranty:**

Where most companies limit coverage and refuse to warranty the same item for the same reason more than once, our "Rollover Warranty" (*included with every purchase*) provides a new warranty with each warranted piece. This ensures continuous protection, regardless of how many times an issue arises.

- **Pick-Up & Delivery Coverage: 5 Years**

In contrast to others who charge for pick-up, drop-off, and set-up of warranty and serviceable items, we include these services at no additional cost. We are committed to providing a seamless experience by dispatching our dedicated *At Your Service* Vehicles to collect your items, manage warranty procedures, and return and set them up as needed—all at no expense to you.

- **Exclusions:**

- Our 5-Year Pick-Up & Delivery Coverage is available throughout the expansive Maricopa County, ensuring a large area is covered for your convenience. For those customers beyond Maricopa County, discounted rates will apply to all pick-up, delivery, and shipping services.
 - In some cases, an alternate Sunbrella fabric may be required for Rollover Warranty to remain in effect. This includes cases of proven issues with a specific fabric and/or a discontinued fabric. In the event of this, we will extend hundreds of new fabric options for you to choose from.

Summary:

These exceptional included services are truly unparalleled in the industry. They reflect our commitment to providing peace of mind, financial savings, and—most importantly—significant time and hassle savings should you need warranty or service support.