WARRANTY

For nearly 20 years Oxford Garden has provided outdoor furniture that enhances commercial and residential spaces, creating memorable outdoor living experiences that stand the test of time. Every piece of Oxford Garden furniture is commercial grade and built for superiority and strength. This reliability continues through the service and support we provide once our furniture is installed.

Oxford Garden warrants all outdoor furniture and accessories to be free from manufacturing defects in materials and workmanship. Provided the furniture is assembled correctly and is subjected to normal use, Oxford Garden will cover your outdoor furniture under the following five, three and one year warranties.

5 YEAR LIMITED WARRANTY

Oxford Garden warrants all powder coated aluminum frames for a period of five (5) years from date of purchase against structural failure.

3 YEAR LIMITED WARRANTY

Oxford Garden warrants the powder coat finish on all aluminum frames for a period three (3) years from date of purchase against peeling, flaking and blisters.

Oxford Garden warrants all shorea and teak wood products for a period of three (3) years from date of purchase against structural failure, woodrot and insect infestation.

Oxford Garden warrants all resin wicker, Tekwood, and Alstone products for a period of three (3) years from the date of purchase against structural failure. Oxford Garden warrants all hardware used in the construction of its outdoor furniture for a period of three (3) years from the date of purchase to be free from defects and against structural failure.

1 YEAR LIMITED WARRANTY

Oxford Garden warrants all powder coated steel frames for a period of one (1) year from date of purchase against structural failure and on the powder coat finish against peeling, flaking and blisters.

Oxford Garden warrants all acacia wood products for a period of one (1) year from date of purchase against structural failure, woodrot and insect infestation.

Oxford Garden warrants all resin wicker, Tekwood, Alstone and composite sling products for a period of one (1) year from the date of purchase against any major discoloration on the product.

Oxford Garden warrants all composite sling products for a period of one (1) year from the date of purchase against structural failure and tearing.

WARRANTY

1 YEAR LIMITED WARRANTY

Oxford Garden warrants all umbrellas and umbrella bases for a period of one (1) year from the date of purchase against structural defects in workmanship and material.

Oxford Garden warrants all replacement parts for a period of one (1) year.

EXCLUSIONS

Structural failure or damages due to incorrect assembly, lack of regular maintenance, improper use, roughness, abuse or neglect are not covered.

Structural failure or damages due to use of furniture with other products not produced by Oxford Garden are not covered.

Normal wear or stretching of fabrics due to weathering or use, fading, minor discoloration, minor color variances in the wood grain, resin or color variance between replacement parts or pieces are not covered.

Normal wear or fading of personalized laser engraving is not covered.

Checking (minor cracks) may occur when wood products are exposed to outside elements.

Checking is considered natural and is not covered under this warranty unless they contribute to structural failure.

Damages or failure caused by freight or acts of nature (e.g. freezing temperatures, ice, hurricane, tornado, high winds, etc.) are not covered.

Damages to wood product caused by environmental conditions (e.g. extreme dry climates), mold or mildew are not covered.

Damages to Tekwood products caused by sources of heat (e.g. fire, sunlight magnification through reflection of windows, stemware or from other sources, such as grill, fire pit, cigarette, etc.) are not covered.

Damages to powder coated aluminum and steel products caused by environmental conditions (e.g. excessive humidity) or rust are not covered.

Oxford Garden is not liable for personal injury related to improper use or neglect of the furniture.

Damages caused by suntan oil or other chemicals not endorsed by Oxford Garden are not covered. The application of paint, stain, polyurethane, other chemical treatments not endorsed by Oxford Garden, or any modifications made by the end user will void the warranty.

WARRANTY

EXCLUSIONS

Oxford Garden cushions are not warranted. Sunbrella® warrants all fabric used in Oxford Garden cushions.

For more information regarding the Sunbrella® warranty,
visit www.sunbrella.com/en_us/how warranty/.

This warranty does not apply to samples or liquidated items.

RECOMMENDATIONS

Oxford Garden recommends storing furniture indoors in an upright position during cold weather or hazardous weather conditions to avoid potential damage caused by natural causes, which are not covered under the warranty.

Proper storage, care and routine maintenance will help prevent structural failure and extend the life of the product, ensuring years of memorable outdoor living.

For more information regarding proper care and maintenance,
visit www.oxfordgarden.com/furniture_product_care.html.

Oxford Garden expects the specifier has the knowledge to determine whether a specific product is appropriate for a particular commercial use or application.

SHIPPING

Oxford Garden will cover shipping charges related to warranty claims for a period of one (1) year from the date of purchase. After this period, the end user will incur all shipping related to warranty claims.

SUBMITTING A WARRANTY CLAIM

Warranty claims should be submitted via email to support@oxfordgarden.com.

Proof of purchase (e.g. order number, purchase order number, etc.) and the original shipping address, and photo documentation of damage or failure is required for all warranty claims.

When a warranty claim is submitted, a case number will be issued. This case number is required in all communication related to the specific warranty claim.

If the furniture was purchased at a retailer or trade entity, the warranty claim must be submitted through the company from which the furniture was purchased.

Once the claim is submitted, Oxford Garden will determine at its discretion whether to repair or replace the defective part or whole piece of furniture.

WARRANTY

SUBMITTING A WARRANTY CLAIM

If a replacement product is provided, Oxford Garden will at its discretion determine whether the defective product should be shipped back to Oxford Garden or field-destroyed. Photo documentation may be required for field-destroyed product. In some cases, Oxford Garden will at its discretion issue a pro-rated charge for the length of time the product was used.

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