

LIMITED WARRANTY

MyTCoat Commercial Outdoor Furniture warrants that our products will be free from defects in materials and workmanship under normal use. This limited warranty applies only if the product has been assembled in accordance with our instructions and using only components manufactured and supplied by MyTCoat. This warranty is non-transferable and applies only to the original purchaser.

What is Covered:

This warranty covers defects in materials and workmanship of the product. MyTCoat will, at its discretion, repair or replace any product that proves to be defective within the warranty period.

- 7-Year Limited Warranty on RHINO Coating and Textured Polyethylene
- 5-Year Limited Warranty on ELITE Coating
- 1-Year Limited Warranty on Powder Coat (Frames)

Any concession given on this warranty will be “Pro-Rated” from the time of product delivery.

What is Not Covered:

This Limited Warranty excludes:

- Abnormal conditions, contingent liability, cosmetic defects such as scratches, dents, marring, stripping, peeling, or fading.
- Damage due to incorrect installation, vandalism, misuse, accident wear and tear from normal use.
- Exposure to extreme weather, immersion in salt or chlorine water, damage due to sand, salt spray, or other abrasive and corrosive material.
- Unauthorized repair and modification, abnormal use, or lack of maintenance.
- “Acts of God” such as hail, flooding, lightning, tornadoes, sand storms, shifts of terrain, earthquakes, mud slides, and windstorms.

MyTCoat does not warrant product for defects caused by erection, harsh site conditions, lack of maintenance, and /or other conditions beyond MyTCoat’s control. MyTCoat will not be held responsible for any materials that were not stored properly prior to installation. MyTCoat reserves the right to void the limited warranty if it is not installed per the installation instructions and/or unauthorized modifications.

The warranty is void if any changes, modifications, additions, or attachments are made to the product without the written consent of the manufacturer.

Claim Procedure:

If you believe your product is defective and covered under this warranty, please contact our customer service department at 855-637-9616. You will be required to provide the PO or sales order number as well as details of the issue(s), including pictures. Our customer service representatives will guide you through the warranty claim process.

Limitation of Liability:

MyTCoat Commercial Outdoor Furniture will repair or replace at its discretion any defective part(s) on an Ex-Works basis only. It is the responsibility of the customer to return the whole unit or the defective part(s) at their own cost back to MyTCoat for inspection along with proof of the date of purchase. MyTCoat will not be liable for any costs incurred by the customer because of replacing the defective part(s), including but not limited to the costs of site visits and the labor costs involved with the removal and reinstallation of the whole unit or the defective part(s). This guarantee does not entitle the customer to a completely new product due to a defective component.

Legal Rights:

This warranty is the only express warranty given by MyTCoat. No person has the authority to change or add to these obligations and liabilities. MyTCoat reserves the right to determine whether the fault is caused by faulty workmanship, material, or the part that is defective.