

Suns Warranty Conditions

Quality is a matter of making choices. In material use, in design and in construction. Suns has a clear preference for robust materials. Friendly to the eye and resistant to intensive use. All Suns outdoor living can remain outside the year round. Due to its properties, natural materials may discolour over time. What you can count on is the durability of Suns products.

Thanks to its high quality, Suns offers a warranty that stretches beyond legislation: you will receive 5 Years Warranty on frames. 2 years on sun & deluxe screens.

If a piece of outdoor living or part should defect due to a manufacturing defect or a defect due to regular domestic use, Suns will repair the defect at its own discretion, refinish the product or replace the defective part. The Suns warranty is subject to the parts only and not subject to the installation of the damaged part. In the case of self installation the customer will replace the part. Suns or it's dealers can not be held liable for any installation fees incurred by not opting to use the dealers installation service.

Replacement

In case the model or colour is no longer available (for example, from an older collection), Suns reserves the right to replace the defective piece of furniture with a similar product. Each replacement applies, in principle, to the defective part or piece of furniture, not to the entire set. Repair, refinishing or replacement does not affect the original warranty period.

Warranty procedure

In the event of a defect, it is the responsibility of the buyer to return the product to the Suns point of purchase, accompanied with (a copy of) the purchase receipt. The Suns Dealer will complement the warranty request with an event date, product code and description of the problem and submit it to Suns. Suns will handle the correct completion of the warranty procedure.

Warranty Conditions

The warranty period starts at the moment of purchase at the Suns Dealer. The original receipt serves as a warranty certificate. The warranty relates to construction and material defects that are already present on delivery. Excluded from warranty is damage caused by improper or incompetent use (such as abnormal loads), deterioration by aggressive substances, improper maintenance, repairs by experts, the covering of the furniture, incorrect assembly, as well as influences due to the properties of natural material and damage due to the not following or not correctly following the user instructions (hangtag).

Further excluded are:

- Defects that are due to normal wear and / or extreme weather conditions;
- For plastic: scratches due to use
- For aluminium: scratches due to use
- For wood: influences due to the properties of natural materials, such as cracking, tearing and discolouring
- For steel: rust formation from the inside due to, among others, condensation
- For textiles: less than 3mm shrinkage per linear meter, incorrect washing and slight discoloration, wear due to usage and reduced carrying capacity and thickness of the filling over time. • The warranty only applies to regular domestic use.

We wish you pleasure and comfort with Suns outdoor living.