



Warranty & Claims

Dear Customer,

Thank you for choosing to buy from ELlements range of outdoor products.

While the products you have chosen are for outdoor use, it is strongly recommended that you install, use and maintain these products as per our instructions. These products are designed and manufactured for outdoor use, with materials that endure tropical weather conditions.

To extend the life of all outdoor products in tough tropical conditions, never leave them exposed to the effects of harsh weather for long periods of time. Over exposure to UV rays and rain largely reduces the life of outdoor products and eventually causes irreparable damage. We recommend regular maintenance and storing these products properly covered when not in use.

Kindly read the Warranty and Claims terms as:

- All outdoor furniture products are covered under warranty against manufacturing defects for a period of 3 year from the date of invoice. Our warranty includes solely and exclusively the repair or replacement of the defective part at our premises and not the product or products as a whole.
- Warranty on outdoor furniture is limited to manufacturing defects on frames and against fading or cracking of synthetic wicker.
- Garden umbrellas, cushions, hammocks, swings and glass tops are not covered under warranty.
- Outdoor fabrics –Sunbrella – 5 years / Olefin – 3 years against fading. (Please see detailed information on care & maintenance of fabrics)
- This warranty will be null and void if the defect is a result of misuse, mishandling, modification or repair without our knowledge or been installed with materials or methods not as per our instructions.
- The warranty will be null and void if the products are not maintained regularly as per our instructions. Please request a copy of the care and maintenance instructions along with your products.
- The expenses for the return and re-shipment of the defective product will be to the buyers account.
- No return of products or claims will be admitted as from 7 working days from receipt of products. In the event of return, they shall be sent back properly packed and on a prepaid basis to our premises.
- Non-confirmed return of goods will not be accepted and risks and charges to the buyers account.

- The respective credit for accepted returned products will be entered in books and a credit note issued to be deducted from following invoices.

Ellements, Chennai.

An Indigo Venture.