



Outside Space Warranty

At Outside Space, we stand behind the quality and craftsmanship of our outdoor furniture. We use premium materials designed to withstand NZ's tough outdoor environment, ensuring your furniture will last for years to come.

Our products offer the best chance of success in NZ's harsh and unforgiving environment, and our track record supports this – however, regular cleaning, care and maintenance will keep your furniture looking fresh for longer.

This warranty outlines our quality guarantee to customers. The warranty covers furniture manufactured and sold by Outside Space. It does not limit or replace your rights under the Consumer Guarantees Act.

If you find you have a defective product that falls within the terms of this warranty, we will, at our discretion, repair or replace the defective item.

We pride ourselves on both our product quality and the level of service we provide our customers. Should your product fall outside the limits of this warranty, please don't hesitate to contact us for guidance! Outside Space is available to assist with repairs or to provide guidance where the item is repairable.

Lounge and Dining Furniture Warranty

1. Powder coated aluminium, woven rope, and teak are covered by a 3-year warranty against defective or faulty workmanship.
2. Sunbrella® and Tuxatextil Agora® fabrics both have 5-year limited warranties against sun-fade. This warranty covers fabric becoming unserviceable as a result of loss of colour or strength from normal outdoor exposure (sun, mildew, atmospheric chemicals).
3. Polypropylene chairs have a 2-year warranty unless otherwise specified.
4. Our warranty covers manufacturing defects or faulty workmanship. It excludes other weather-related or fair wear and tear, damage due to lack of care and maintenance by the purchaser, or damage as a result of temperature or moisture extremes.
5. Teak is a natural product. The natural aging of teak including silvering, cracking and splitting that is characteristic of teak is not a considered a defect but part of teak's natural properties.

Even the best products and manufacturing processes can't negate the long-term effects of the sun, sand, salt, and moisture that we endure here in NZ, especially if the product is exposed to our elements for extended periods of time.

The single best care option to maintain your furniture is to regularly wash it, and to bring your cushions indoors over winter / when not in use.

If using Outside Space furniture covers, your furniture must be thoroughly cleaned and dry **prior to covering**. Furniture covers should be removed from time to time to allow any moisture build up from humidity or rain etc to escape. We do not warranty against damage to furniture caused by extended use of rain covers over wet furniture.

Umbrella Warranty

1. 3-year warranty against manufacturing defects on umbrella frame structure.
2. 5-year limited sun-fade warranty on Sunbrella canopy fabric. This warranty covers canopy fading only, and does not cover deterioration due to weather, burns, misuse, plant or animal substances or fair wear and tear. Abrasion/pinching of fabric against umbrella structure is not covered by warranty.
3. This warranty excludes wind damage, fair wear and tear, and misuse / incorrect handling of the umbrella (for example, relocating a closed umbrella by grabbing the ribs instead of the centre post)
4. The post and ribs of our umbrellas are anodised aluminium, but foot pedals at the base of our cantilever umbrellas and the larger steel base frames are powder coated steel, a material chosen for its strength. The powder coating process delays onset but steel will naturally rust over time. This is not considered a defect, and regular upkeep will slow the process.
5. Installation of the umbrellas to a fixed plate is not part of the service we offer. We do not accept responsibility for incorrect installation of fixed plates, or damage during installation.

The greatest risk of damage to our cantilever umbrellas is improper use. Please handle with care and maintain regularly. When opening/closing the umbrella, do so gently and do not force ribs. **Do not open in the wind.** Changing the angle of the canopy may create a sail effect in the wind, reducing the wind resistance rating which can lead to toppling.

Never leave an open umbrella unattended, and always close when not in use, ensuring the canopy is fully closed and the Velcro strap is secured around the canopy and umbrella post

For wheeled bases, always keep all 4x wheels locked unless moving the base.

Defective or Damaged Items

1. Incorrect assembly, post-sale modifications or third-party repairs are not covered under warranty.
2. Any repairs to product or replacement parts supplied under warranty does not extend the original warranty period.
3. Items damaged in transit must be reported upon receipt of delivery. Items damaged by the customer are non-returnable.
4. Outside Space reserves the right to determine whether a fault is caused by a manufacturing defect or misuse, and therefore whether any fault is covered by warranty.
5. This warranty applies for domestic use only unless otherwise agreed in writing, to the original purchaser of the furniture. Proof of purchase is required for warranty claims.
6. Our warranties do not include return shipping. In the event of a warranty claim requiring repairs, it is the claimant's responsibility to return and collect the product to/from Outside Space.

Floor Models and Seconds: Sales of items sold at discount as floor models or "second" are final. Returns or exchanges of these items are not accepted.

Limitation of Liability: Outside Space shall not be liable for any injury or damages that may occur as a result of misuse of our furniture. In no event shall the total liability of Outside Space exceed the original purchase price of any specific product found to be defective.